



Dusty Deeds Cleaning Needs

Terms & Conditions of Service

ABN: 67 506 436 890

Owner / Director: Angela Palmer

Phone: 0481 316 928

Email: Angela.Palmer@DustyDeedsCleaningNeeds.com.au

Website: www.DustyDeedsCleaningNeeds.com.au

Effective Date: 16 August 2025

Version: V1.0

Confidential & Proprietary Document

This document contains the full Terms & Conditions governing all services provided by Dusty Deeds Cleaning Needs.

By engaging our services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions in full.

Table of Contents

1. Introduction & Definitions
 - 1.1 Definitions of Key Terms
 - 1.2 Agreement to Terms
 - 1.3 Parties to the Agreement
2. Scope of Services
 - 2.1 Standard Cleaning Services
 - 2.2 Bond Cleaning Services
 - 2.3 Specialised Services (Biohazard, Hoarder, Hazardous Waste)
 - 2.4 Services Not Included
 - 2.5 Variations to Scope
3. Quotations & Pricing
 - 3.1 Validity of Quotes
 - 3.2 Inclusions & Exclusions
 - 3.3 Hourly Rates & Labour Hours
 - 3.4 Additional Charges
 - 3.5 Price Adjustments
4. Booking & Scheduling
 - 4.1 Booking Confirmation
 - 4.2 Rescheduling Policy
 - 4.3 Cancellation Policy
 - 4.4 Minimum Booking Time

5. Payment Terms

5.1 Payment Due Date (Immediate on Completion)

5.2 Accepted Payment Methods (Hnry, Cash, Bank Transfer)

5.3 Late Payment & Debt Recovery

5.4 GST & Tax Invoices

6. Bond Back Guarantee

6.1 Guarantee Conditions

6.2 Guarantee Limitations

6.3 Rework Policy (Payment Before Return)

6.4 Real Estate / Property Manager Disputes

7. Client Responsibilities

7.1 Access to Property

7.2 Utilities & Water Supply

7.3 Securing Pets

7.4 Declaring Hazards

7.5 Removal of Personal Items & Rubbish

8. Property Condition & Access

8.1 Pre-existing Damage

8.2 Before & After Photos

8.3 Lock-up & Key Return Policy

9. Health, Safety & Compliance

9.1 WHS Obligations

9.2 Hazardous Materials Handling

9.3 Chemical Safety & MSDS

9.4 Personal Protective Equipment (PPE)

10. Liability & Insurance

10.1 Public Liability Cover

10.2 Limitations of Liability

10.3 Excluded Items & Surfaces

10.4 Force Majeure

11. Special Conditions

11.1 Hoarder & Extreme Condition Sites

11.2 Mould & Pest Infestations

11.3 Unattended Minors

11.4 Fragile or High-Risk Items (Curtains, Blinds, Light Fittings)

12. Photography & Media

12.1 Quality Assurance Photos

12.2 Use for Marketing Purposes

12.3 Privacy & Confidentiality

13. Modifications to Agreement

13.1 Written Changes Only

13.2 Verbal Agreements Not Binding

14. Termination of Agreement

14.1 Termination by Client

14.2 Termination by Dusty Deeds Cleaning Needs

14.3 Effect of Termination

15. Governing Law & Dispute Resolution

15.1 Applicable Law (Queensland, Australia)

15.2 Dispute Resolution Process

15.3 Jurisdiction

16. Acceptance of Terms

16.1 Signature of Client

1. Introduction & Definitions

1.1 Definitions of Key Terms

For the purposes of this Agreement:

- “Dusty Deeds Cleaning Needs”, “we”, “our”, or “us” means Dusty Deeds Cleaning Needs, ABN 67 506 436 890, including its owners, directors, employees, and authorised subcontractors.
- “Client”, “you”, or “your” means the person, company, or organisation that engages Dusty Deeds Cleaning Needs to perform cleaning services.
- “Services” means any cleaning, bond cleaning, or specialised cleaning work agreed upon between us and the Client, whether detailed in writing, verbally confirmed, or otherwise agreed.
- “Premises” means the location where the Services are to be performed.
- “Agreement” means these Terms & Conditions, including any amendments agreed in writing.
- “Bond Back Guarantee” means our conditional commitment to perform rework (if applicable) to meet real estate or property manager cleaning standards, subject to the

terms outlined in Section 6.

- “Specialised Services” means cleaning tasks requiring extra safety, equipment, or skills, including hazardous waste removal, biohazard cleaning, and hoarder property clean-ups.

1.2 Agreement to Terms

By booking, confirming, or otherwise engaging Dusty Deeds Cleaning Needs to perform Services, the Client acknowledges that they:

1. Have read, understood, and agree to be bound by these Terms & Conditions in full; and
2. Have the authority to enter into this Agreement on behalf of themselves or the organisation they represent.

1.3 Parties to the Agreement

This Agreement is made between:

- Dusty Deeds Cleaning Needs (ABN 67 506 436 890) — the Service Provider, and
- The Client — the person or entity engaging the Services.

This Agreement becomes legally binding upon acceptance, which may occur by:

- Signing the Agreement;
- Replying in writing (including email or SMS) to confirm acceptance; or
- Providing access to the Premises and allowing Services to commence.

2. Scope of Services.

2.1 Standard Cleaning Services

Our standard cleaning services include, but are not limited to:

- General surface cleaning and dusting
- Vacuuming and mopping of accessible floors
- Wiping of accessible surfaces in kitchens, bathrooms, and living areas
- Internal window cleaning (where safely reachable)
- Spot cleaning of marks on walls (non-abrasive methods only)

Standard cleaning does not include tasks requiring ladders beyond 2 metres, removal of hazardous waste, or any work not reasonably achievable within the booked time frame.

2.2 Bond Cleaning Services

Bond cleaning is intended to meet the cleaning requirements of real estate agencies and property managers for the purpose of recovering a rental bond.

This includes:

- Full internal clean of the premises, including bathrooms, kitchens, bedrooms, and living spaces
- Inside cupboards, drawers, and built-in wardrobes
- Cleaning of skirting boards, architraves, and door frames
- Oven and rangehood cleaning
- Tracks and sills of internal windows and sliding doors (external additional charges apply)

Important: We do not clean or handle light fittings under any circumstances. Light fittings are often fragile, difficult to remove, and prone to damage, and as such, they are excluded from all cleaning packages.

Bond cleaning does not include pest control, carpet steam cleaning (unless booked separately), pressure washing, painting, or repairs.

2.3 Specialised Services (Biohazard, Hoarder, Hazardous Waste)

We offer specialised cleaning services at higher rates due to the increased risk, time, and equipment required. This includes:

- Cleaning properties affected by biohazard materials (bodily fluids, animal waste, sharps)
- Hoarder clean-outs and extreme property condition cleans
- Removal of hazardous substances such as asbestos, mould infestations, and chemical spills (subject to safety assessment)

These services are strictly subject to prior inspection, safety protocols, and written acceptance of specialised service charges.

2.4 Services Not Included

Unless specifically agreed in writing, we do not perform:

- Cleaning, removal, or handling of light fittings (too fragile and high risk of breakage).
- Cleaning underneath or behind furniture, whitegoods, or personal items left on the premises. Properties must be vacant for bond cleaning. Any surfaces revealed after removal of such items are not covered under our bond clean guarantee.
- Cleaning, washing, or handling of curtains, blinds, drapes, or other delicate window coverings (due to high risk of damage and mould contamination)
- Pest control or fumigation
- Removal of large rubbish items or skip bin hire
- Moving or dismantling of heavy furniture or appliances
- Cleaning of exterior windows above ground level without appropriate safety measures
- High-risk cleaning tasks outside our insurance coverage or WHS compliance

2.5 Variations to Scope

Any request to add, remove, or modify services must be made before or during the booking process and approved in writing.

Variations requested on-site may be subject to additional charges and/or extended completion times.

3. Quotations & Pricing

3.1 Validity of Quotes

All written quotes are valid for 14 days from the date of issue unless otherwise stated. After this period, prices may be subject to change without notice.

3.2 Inclusions & Exclusions

Quotes are based on the information provided by the Client at the time of inquiry and will specify what is included in the price.

Unless explicitly stated, quotes do not include:

- Any specialised cleaning services (see Section 2.3)
- Services listed under “Services Not Included” (Section 2.4)
- Removal of rubbish or personal items
- Unexpected or undisclosed hazards (e.g., excessive mould, animal waste, or hoarder conditions)

3.3 Hourly Rates & Labour Hours

Where applicable, pricing may be calculated based on labour hours.

- Labour hours = the total combined hours worked by all cleaners. For example, 2 cleaners working for 5 hours = 10 labour hours.
- Hourly rates are set at the time of booking and may vary depending on service type, urgency, and location.

3.4 Additional Charges

Additional charges may apply for:

- Properties in poor condition or requiring excessive labour beyond the original scope
- Heavily soiled ovens, bathrooms, or kitchens requiring extra chemical treatment and scrubbing
- Excessive pet hair, fleas, or odours requiring specialised cleaning
- Return visits requested by the Client that are not covered under the Bond Back Guarantee
- Parking fees, tolls, or special access costs incurred while attending the Premises

3.5 Price Adjustments

If, upon arrival, the condition of the property differs significantly from the description provided at the time of booking, Dusty Deeds Cleaning Needs reserves the right to:

- Adjust the quoted price to reflect the additional work required; or
- Offer to complete only the originally quoted scope of work for the original price; or
- Decline to proceed with the job if the Client does not agree to revised pricing.

4. Booking & Scheduling

4.1 Booking Confirmation

A booking is only considered confirmed when:

- The Client has accepted our quote in writing (via email, SMS, or signed agreement); and
- A booking date and time have been mutually agreed upon; and
- Any required deposit or pre-payment (if applicable) has been received.

Verbal agreements alone do not guarantee a booking.

4.2 Rescheduling Policy

Clients must provide at least 48 hours' notice to reschedule a booking without penalty.

If less than 48 hours' notice is provided:

- A rescheduling fee of \$50 may apply; or
- The booking may be treated as a cancellation (see Section 4.3).

4.3 Cancellation Policy

- More than 48 hours' notice — No cancellation fee.
- Less than 48 hours' notice — 50% of the quoted service fee will be charged.
- Same-day cancellations or no-shows — 100% of the quoted service fee will be charged.

A “no-show” is defined as the Client failing to provide property access within 30 minutes of the agreed start time without prior communication.

4.4 Minimum Booking Time

A minimum of 2 labour hours applies to all bookings unless otherwise agreed in writing.

4.5 Delays & Access Issues

If our cleaners are delayed due to access issues caused by the Client (e.g., locked doors, incorrect keys, alarms not disabled), waiting time will be billed at our standard hourly rate, rounded up to the nearest 15 minutes.

If access cannot be gained after 30 minutes, the booking will be treated as a same-day cancellation and charged accordingly.

5. Payment Terms

5.1 Payment Due Date

Payment is due immediately upon completion of the service, on the same day the job is carried out, unless otherwise agreed in writing before the service date.

Work will not commence on re-cleans or additional services until full payment for previous services has been received.

5.2 Accepted Payment Methods

We accept the following payment methods:

- Hnry (secure invoicing and payment platform)
- Cash (payable directly to the attending cleaner)
- Bank transfer (proof of transfer required before our team leaves the property)

5.3 Late Payment & Debt Recovery

- Payments not received within 24 hours of service completion will incur a \$20 late fee per week until paid in full.
- If payment remains outstanding after 7 days, the debt may be referred to a collection agency or pursued through legal channels.
- The Client will be liable for any and all costs associated with debt recovery, including agency fees, legal fees, and court costs

5.4 GST & Tax Invoices

Dusty Deeds Cleaning Needs is not currently registered for GST, and therefore no GST is included in our prices at this time.

If our annual turnover exceeds the GST registration threshold set by the Australian Taxation Office (currently \$75,000 per year), we will register for GST and begin charging GST on all services.

In that event:

- All prices will be adjusted to include GST.
- Tax invoices showing the GST component will be issued for all services.

6. Bond Back Guarantee

6.1 Guarantee Conditions

Our Bond Back Guarantee applies only to bond cleaning services and is valid for 72 hours from the time of service completion.

To be eligible, the following conditions must be met:

- Full payment for the service was made on the day of completion.
- The Client has provided access to the property for any required re-clean within the 72-hour period.
- The original cleaning scope was completed in full and no new damage, dirt, or mess has been introduced since our service.

6.2 Guarantee Limitations

The Bond Back Guarantee does not cover:

- Areas or items that were excluded from the agreed scope (see Sections 2.4 & 2.5).
- Stains, marks, or damage that cannot be removed through normal cleaning methods.
- Pest control or carpet steam cleaning unless booked as part of the original service.
- Real estate or property manager requests that fall outside the original cleaning scope.

6.3 Rework Policy (Payment Before Return)

If a re-clean is required under the Bond Back Guarantee:

- The Client must provide the original real estate or property manager's cleaning checklist or feedback in writing.
- We will return once to address the listed items only.

- If the Client requests additional work outside of the guarantee scope, these will be charged at our standard rates.
- Rework will only be scheduled after full payment for the original service has been received.

6.4 Real Estate / Property Manager Disputes

Where disputes arise between the Client and the real estate/property manager regarding cleaning standards, Dusty Deeds Cleaning Needs will work with both parties to resolve the issue in good faith.

We reserve the right to decline rework if the request is unreasonable or falls outside industry standards for bond cleaning.

7. Client Responsibilities

To ensure that Dusty Deeds Cleaning Needs can carry out services effectively and safely, the Client agrees to the following responsibilities:

7.1 Access to Property

- The Client must provide clear and safe access to the property at the agreed time of service.
- Keys, access codes, or instructions for entry must be provided in advance if the Client will not be present.
- If access is denied or delayed due to the Client's actions, additional charges may apply for lost time, rescheduling, or travel.

7.2 Utilities & Water Supply

- The Client must ensure that the property has a working supply of electricity and running water at the time of service.
- If utilities are unavailable, Dusty Deeds Cleaning Needs may be unable to complete the service, and additional fees may apply for rescheduling.

7.3 Securing Pets

- All pets must be secured in a safe area away from cleaning activities.
- Dusty Deeds Cleaning Needs accepts no liability for unsecured pets during the cleaning service.

7.4 Declaring Hazards

- The Client must inform Dusty Deeds Cleaning Needs of any known hazards within the property, including but not limited to asbestos, mould, infestations, or unsafe structures.
- Dusty Deeds Cleaning Needs reserves the right to refuse or cease work if unsafe conditions are identified.

7.5 Removal of Personal Items, Furniture & Rubbish

- The Client is responsible for ensuring the property is completely vacant prior to the scheduled bond clean. This includes the removal of all furniture, whitegoods, personal belongings, and rubbish.
- Dusty Deeds Cleaning Needs will not move, dismantle, or dispose of items left in the property. Cleaning will only be performed in accessible areas.
- Any surfaces or flooring revealed after the removal of furniture/items following our service are not covered under our bond clean guarantee.
- Failure to comply may result in incomplete cleaning in obstructed areas and may void parts of the bond clean guarantee.

8. Property Condition & Access

8.1 Pre-existing Damage

- The Client must inform Dusty Deeds Cleaning Needs of any pre-existing damage, defects, or issues within the property prior to the commencement of services.
- Dusty Deeds Cleaning Needs will not be held liable for damages or defects that existed before service, whether disclosed or not.

- Any visible pre-existing damage will be photographed and recorded by Dusty Deeds Cleaning Needs for reference.

8.2 Before & After Photos

- Dusty Deeds Cleaning Needs may take before and after photos of the property as part of quality assurance, dispute resolution, and bond guarantee compliance.
- Photos will focus solely on the condition of fixtures, fittings, and areas cleaned. Personal belongings, if present, will not be photographed unless necessary to document access or damage issues.
- Images will be securely stored and may be provided to the Client, property manager, or agent upon request.

8.3 Lock-up & Key Return Policy

- Where keys are provided, Dusty Deeds Cleaning Needs will take reasonable care to secure the property upon completion of services.
- Keys will be returned as per the Client's instructions (e.g., left in a lockbox, handed to an agent, or returned in person).
- Dusty Deeds Cleaning Needs accepts no liability for keys once returned in accordance with the Client's instructions.
- If alternate key return arrangements are required, these must be agreed in writing before the scheduled clean.

9. Health, Safety & Compliance

9.1 WHS Obligations

- Dusty Deeds Cleaning Needs operates in accordance with applicable Workplace Health and Safety (WHS) legislation.
- All services are performed with a focus on minimising risks to staff, clients, and third parties.

- The Client must not request or require Dusty Deeds Cleaning Needs to undertake any task that breaches WHS obligations or falls outside the scope of safe working practices.

9.2 Hazardous Materials Handling

- Dusty Deeds Cleaning Needs does not handle, clean, or dispose of hazardous, toxic, or regulated materials unless expressly agreed in writing under our specialised service category (e.g., biohazard, hoarder, or hazardous waste cleaning).
- Any hazardous substances present in the property must be disclosed by the Client prior to commencement of services.
- We reserve the right to refuse or discontinue services if hazardous materials are discovered and were not previously disclosed.

9.3 Chemical Safety & MSDS

- All cleaning chemicals used by Dusty Deeds Cleaning Needs are selected for professional use and, where applicable, are supported by current Material Safety Data Sheets (MSDS).
- Chemicals are stored, diluted, and applied in accordance with manufacturer guidelines and safety protocols.
- The Client must not interfere with, alter, or request unsafe use of chemicals during service.

9.4 Personal Protective Equipment (PPE)

- Dusty Deeds Cleaning Needs staff will use appropriate Personal Protective Equipment (PPE) in line with WHS requirements and the specific tasks being performed.
- PPE may include gloves, masks, safety glasses, and protective clothing as required by the conditions of the clean.
- The Client must not request staff to remove or forgo the use of PPE during service.

10. Liability & Insurance

10.1 Public Liability Cover

Dusty Deeds Cleaning Needs maintains current Public Liability Insurance to cover accidental damage or injury caused by our negligence while providing services. Proof of cover can be provided upon request.

10.2 Limitations of Liability

Our liability is limited to the cost of the original service. We are not liable for:

- Pre-existing damage or defects.
- Normal wear and tear.
- Stains, marks, or damage that cannot be removed with reasonable professional cleaning methods.
- Issues arising from the Client's failure to meet responsibilities under these Terms.

No liability is accepted for indirect or consequential loss, including loss of income or rental.

10.3 Excluded Items & Surfaces

Dusty Deeds Cleaning Needs accepts no liability for fragile or high-risk items and surfaces, including (but not limited to):

- Curtains, blinds, drapes, and other delicate window coverings.
- Light fittings and fragile fixtures.
- Surfaces or areas obstructed by furniture, whitegoods, or personal items left in the property.

10.4 Force Majeure

We are not responsible for delays or failure to perform services due to events beyond our reasonable control, including natural disasters, severe weather, illness, accidents, government restrictions, or other force majeure events.

11. Special Conditions

11.1 Hoarder & Extreme Condition Sites

Properties affected by hoarding, neglect, or extreme conditions fall outside standard bond cleaning. Additional charges and extended time may apply, and Dusty Deeds Cleaning Needs reserves the right to decline such work if it presents unreasonable risk or falls outside our service scope.

11.2 Mould & Pest Infestations

Excessive mould growth or pest infestations are not included in standard cleaning. Where present, the Client must arrange appropriate treatment before cleaning. If discovered on-site, Dusty Deeds Cleaning Needs may refuse or suspend work until the issue is resolved.

11.3 Unattended Minors

Children under 18 must not be left unattended at the property during services. Dusty Deeds Cleaning Needs reserves the right to cease work if minors are present without adult supervision.

11.4 Fragile or High-Risk Items (Curtains, Blinds, Light Fittings)

Curtains, blinds, light fittings, and other fragile or high-risk items are excluded from cleaning due to high risk of damage. These items remain the Client's responsibility unless specifically agreed in writing.

12. Photography & Media

12.1 Quality Assurance Photos

Dusty Deeds Cleaning Needs may take before, during, and after photos of the property for quality assurance, training, and dispute resolution purposes.

12.2 Use for Marketing Purposes

Selected photos may be used for marketing and promotional purposes (e.g., website, social media, advertising). Personal items or identifying features will not be displayed without permission.

12.3 Privacy & Confidentiality

All photos and media captured by Dusty Deeds Cleaning Needs are handled in accordance with privacy and confidentiality obligations. Images will not be shared with third parties except as required for dispute resolution, legal compliance, or with the Client's written consent.

13. Modifications to Agreement

13.1 Written Changes Only

Any modification or variation to this Agreement must be made in writing and agreed to by both parties.

13.2 Verbal Agreements Not Binding

Verbal agreements, discussions, or informal assurances are not binding. Only written terms signed or confirmed by Dusty Deeds Cleaning Needs are enforceable.

14. Termination of Agreement

14.1 Termination by Client

The Client may terminate this Agreement by providing written notice at least 48 hours prior to the scheduled service. Cancellation within 48 hours of the service may result in forfeiture of any deposit paid and/or additional charges at Dusty Deeds Cleaning Needs' discretion.

14.2 Termination by Dusty Deeds Cleaning Needs

Dusty Deeds Cleaning Needs reserves the right to terminate this Agreement immediately if:

- The Client breaches any material term of this Agreement.
- Unsafe or hazardous conditions exist at the property.
- The Client engages in conduct that is abusive, threatening, or unreasonable.

Any prepaid amounts for unperformed services will be refunded, less any costs already incurred.

14.3 Effect of Termination

Termination of this Agreement does not affect any rights or obligations accrued prior to termination. All outstanding fees remain payable, and certain clauses (including liability, dispute resolution, and confidentiality) will continue to apply after termination.

15. Governing Law & Dispute Resolution

15.1 Applicable Law (Queensland, Australia)

This Agreement is governed by and construed in accordance with the laws of Queensland, Australia

15.2 Dispute Resolution Process

If a dispute arises under this Agreement, the parties agree to attempt resolution in good faith through direct negotiation. If unresolved, the matter may be referred to mediation before commencing formal legal proceedings.

15.3 Jurisdiction

The parties submit to the non-exclusive jurisdiction of the courts of Queensland, Australia for any disputes arising under this Agreement.

16. Acceptance of Terms

By booking a service with Dusty Deeds Cleaning Needs, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions in full.

Acceptance may be confirmed by:

- Signing this Agreement in writing;
- Providing written or electronic confirmation of acceptance (including email or text); or
- Proceeding with a booking after receiving a copy of these Terms and Conditions.

These Terms and Conditions are binding upon confirmation of booking.

16.1 Signature of Client

I, the Client, confirm that I have read, understood, and agree to the Terms and Conditions of Dusty Deeds Cleaning Needs.

Client Name: _____

Signature: _____

