

◆ CLEAN STAYS – DIAMOND ELITE CHANGEOVER SERVICE

PRECISION. PRESENTATION. COMPLETELY MANAGED.

At Clean Stays, our *Diamond Elite Housekeeping Service* is designed for owners who expect flawless presentation, zero involvement, and complete operational control — without the effort.

🛏 Linen Service – Fully Managed & Flexible

We provide **hired, hotel-quality linen and towels** for every stay, professionally installed and styled to perfection.

Prefer to use your own linen? We've got it covered:

- Changed and reset every turnover
- Professionally laundered when soiled
- Returned fresh, pressed, and guest-ready

No handling. No coordination. No gaps in presentation.



🧼 Immaculate, Hotel-Level Cleaning

Executed to a strict, consistent standard across every turnover:

- Detailed cleaning of all surfaces, rooms, and flooring
- Kitchens and bathrooms fully sanitised and reset
- Glass, mirrors, and finishing touches perfected

Your property is presented at a premium standard every time, on time.



🧴 Fully Managed Guest Amenities

We supply and manage **all consumables and guest essentials**:

- Toiletries and bathroom supplies
- Kitchen essentials
- Paper goods and cleaning items

Always replenished. Always presentation-ready. No owner input required.



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CAIRNS – PALM COVE
ABN 53 679 480 703

Styling & Guest-Ready Finish

- Beds styled to a hotel standard and guest consumable presented elegantly
- Furniture and décor reset to consistency
- A polished, welcoming presentation every time



Elite Quality Assurance- Management Quality Checks

Every clean undergoes a **detailed final inspection** by our Operation Manager to ensure:

- Impeccable cleanliness
- Full functionality of the property
- A flawless guest-ready finish

Live Booking Sync & Intelligent Scheduling

Our **custom-built live scheduling system** integrates directly with your booking calendar, giving our team real-time visibility of every arrival and departure.

- Live updates based on guest check-in and check-out
- Instant job allocation to our cleaning team
- Automatic rescheduling for booking changes
- Zero manual coordination required

This ensures **perfect timing, every turnover — without fail.**



Exclusive Owner Portal Access

Full transparency and communication with your **private live online owner portal** that includes:

- Detailed cleaning reports after every service
- High-quality images of completed cleans
- Flagged damages, maintenance issues, or concerns
- Archived reports to track your full-service history.

Get notified of your completed clean on you private WhatsApp group where you can chat to the team any time.



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Smart Reporting & Issue Management

We prioritise what matters:

- Confirmation when your property is guest-ready
- Immediate escalation of urgent issues
- Clear, photo-supported reporting

Proactive Maintenance Oversight

We identify and report issues early — helping you maintain standards, prevent escalation, and protect your asset.

The Clean Stays Diamond Elite Difference

- Live booking-synchronised cleaning system
- Exclusive owner portal with full reporting & image tracking
- Hired linen provided + owner linen professionally managed
- Fully managed, end-to-end service
- No stock purchasing, no coordination, no oversight required
- Consistent, luxury-level presentation every stay



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