

Maddie's Cleaning Terms & Conditions

Operated by Maddison Taylah Kellett trading as Maddie's Cleaning

ABN: 92161291100

By booking or using Maddie's Cleaning services, you agree to the following Terms & Conditions.

Last update: 05/05/2026

1. Services

Maddie's Cleaning provides a range of residential and commercial cleaning services as agreed with the client.

These services may include (but are not limited to): residential cleaning, offices and commercial spaces, airbnb's and holiday homes, move in and move out cleans, end of lease cleans, pre sale property cleans, builders cleans, external window cleaning, carpet cleaning (through a third party contractor).

Please note, Maddie's Cleaning does not provide external cleaning (with the exception of windows as agreed prior), support services, childcare, gardening, or pet care.

2. Rates

Maddie's Cleaning values its ongoing clients and will always provide reasonable notice of any pricing changes.

Charges are based on time spent on site, not task completion. While all reasonable care is taken, completion of all requested tasks cannot be guaranteed within the booked time.

Hourly rates for general residential cleaning:

- General cleaning (first cleans, casual and one-off cleans, monthly cleans, airbnb's): \$50/hour
- Regular general cleaning (weekly or fortnightly): \$45/hour

Hourly rate for commercial cleaning and builders cleans:

- \$60/hour

Hourly rate for end of lease, pre-sale, moving in and moving out cleans:

- \$70/hour

Travel fee applies for all jobs: Free within 10km of Seaford Station. Beyond this distance, travel is charged at \$1/km (round trip).

Extra services:

- Rubbish disposal (using our bags): \$5 per garbage bag (cans/bottles are free).
- Laundry: Each clean includes 1 basket of clean, dry laundry folded. Additional baskets are \$5 per basket.
- Internal oven, rangehood, or deep stove cleaning: from \$30, depending on size and condition.
- Inside fridge cleaning: from \$20, depending on size and condition.
- Deep clean shower/bath: from \$30, depending on size and condition.
- Internal windows (per window): \$3 small, \$5 medium, \$8 large, \$10 extra large
- External windows (per window, must be accessible from ground or with a small stepladder): \$5 small, \$8 medium, \$10 large, \$15 extra large
- Carpet steam cleaning (done through our third-party contractor): enquire for pricing.

The following services are included within the hourly rate if requested, however may significantly increase the time required:

- Skirting boards (accessible areas only)
- Spot wall cleaning
- Internal cupboards
- Cobweb removal

3. End of Lease Cleaning

Maddie's Cleaning provides extensive, detailed end of lease cleaning which is charged and booked separate to a normal clean.

End of lease cleaning is charged at \$70/hr and includes:

- Whole house: walls, skirting boards, door frames, internal windows including ledges and tracks, floors (see information below regarding carpets).
- Bathrooms: toilets, deep clean shower, deep clean bathtub, vanity, sink, mirrors.
- Kitchen: oven, stovetop, rangehood and filters, sink, benches, kitchen cupboards and drawers inside and outside, benches, kitchen island.

Please note that carpet steam cleaning is not included in the hourly price and if needed, will be discussed.

Maddie's Cleaning offers a Bond Back Guarantee. If your landlord or property manager identifies any cleaning-related issues that affect part or all of your bond refund, we will return and rectify the issue at no additional charge. Please note: This guarantee excludes carpet cleaning services. Additional charges may apply if carpet cleaning rectification is required.

4. Payment and late fees

Payment is required after the service unless prior arrangements have been made. Invoices must be paid within the timeframe stated on the invoice. The standard payment time frame is 7 days from service unless otherwise stated on invoice.

Invoices may be paid online via Stripe, bank transfer as per invoice instructions, direct debit, or by cash. Cash payments must be made on the day of service, and exact amount is required as change is not provided.

Direct debit through GoCardless can be arranged for clients who have recurring services. If a clean is skipped or cancelled for any reason, the client will be notified and the direct debit can be cancelled for that week and paid manually, or a credit will be added to the next recurring invoice. Amounts may vary depending on the services provided. You will receive an invoice prior to each direct debit.

A late fee of \$10/day may be applied to overdue invoices to cover administrative and processing costs. Ongoing non-payment may result in suspension of future bookings with Maddie's Cleaning.

Receipts can be requested at any time.

5. Booking

All bookings are scheduled on a first come, first served basis. A booking is not considered confirmed until Maddie's Cleaning has provided written confirmation.

If a time slot is offered, it may also be offered to other clients and may no longer be available at the time of acceptance. Should this occur, Maddie's Cleaning will notify the client as soon as possible and offer an alternative date or time.

6. Regular & Ongoing Cleaning Services

A regular cleaning service is defined as a booking scheduled weekly or fortnightly, on a consistent day and time.

A minimum of 24 hours' notice is required for any changes or cancellations to a regular booking.

Repeated cancellations or no-shows may result in the loss of the regular discounted rate and/or termination of the regular service arrangement with reasonable notice.

Maddie's Cleaning reserves the right to review and adjust pricing if the scope of work changes over time, including but not limited to changes in property condition, size, or additional tasks requested.

7. Public Holidays

If your regular clean falls on a public holiday, you will receive an email, text, or message stating the following options:

1. Skip your clean and continue the schedule from the next following date.
2. Maddie's Cleaning can attempt to reschedule your clean for the day before/after the public holiday, however, availability is on a first come-first serve basis and you may not get a slot. If this happens, you will have to skip your clean.

8. Cancellations & Changes

A minimum of 24 hours' notice is required for cancellations or rescheduling of any booking.

Maddie's Cleaning reserves the right to reschedule services due to illness, emergencies, or unforeseen circumstances, and will notify the client as soon as possible.

Late cancellations (less than 24 hours' notice) or no-shows may incur a fee equivalent to the booked service time to cover administrative costs.

Cancellation fees may be waived at the discretion of Maddie's Cleaning in extenuating circumstances.

9. Access to Property

The client is responsible for ensuring safe and reasonable access to the property at the scheduled service time. This includes providing keys, codes, or other necessary access instructions, and ensuring that any pets or hazards are secured.

If access cannot be gained, the service may be cancelled, and a cancellation fee equivalent to the booked service time may apply. Maddie's Cleaning will notify the client as soon as possible if this occurs and offer the opportunity to reschedule the service.

10. Supplies & Equipment

Maddie's Cleaning provides all cleaning supplies and equipment required for the service, unless otherwise agreed with the client.

Clients may supply specific products or equipment if requested, but Maddie's Cleaning is not responsible for any damage caused by client-supplied items.

All provided supplies are included in the quoted hourly rate, and there are no additional charges unless special products or equipment are required and agreed in advance.

You have the right to ask for information on chemicals we are using, and can ask for a copy of the Chemical Information Sheet (otherwise known as Safety Data Sheet) for any product we are using.

11. Special surfaces

Clients must notify Maddie's Cleaning in advance of any surfaces, materials, or finishes that require special care, treatment, or products (e.g., marble, raw wood, Caesarstone, specialty tiles).

Maddie's Cleaning will take all reasonable care when cleaning these surfaces. However, Maddie's Cleaning is not responsible for damage to surfaces if prior notice was not provided by the client or if client-supplied products are used without agreement.

12. Staff and Satisfaction

Maddie's Cleaning is owned and operated by Maddison Taylah Kellett. While Maddison may attend some cleans, clients acknowledge that she may not always be the allocated cleaner. Maddie's Cleaning reserves the right to assign any suitably trained staff member to complete cleaning services.

All staff employed by Maddie's Cleaning are onboarded and trained to the same standards expected across the business.

If a client has any concerns regarding a staff member or the quality of a clean, Maddie's Cleaning must be notified within 24 hours of the service so the matter can be reviewed and addressed. Maddie's Cleaning will make reasonable efforts to resolve any issues promptly. This may include the staff member returning to clean free of charge, a discount or credit applied to the next invoice, or changing the cleaner attending your property.

Refusal to pay an invoice due to dissatisfaction may result in being banned from using Maddie's Cleaning services for the foreseeable future. As invoices are charged on a time based system and not on task completion, all invoices are expected to be paid in full regardless of satisfaction. In rare occurrences, Maddie's Cleaning may discount the invoice depending on individual circumstances.

This clause does not limit your rights under Australian Consumer Law, including the right to a remedy for services that are not delivered with due care and skill.

13. Damage & Liability

Maddie's Cleaning takes all reasonable care in performing cleaning services.

Clients must report any damage or concerns within 24 hours of the service.

Maddie's Cleaning is fully insured for accidental damage; however, normal wear and tear, pre-existing damage, fragile items, or damage caused by client-supplied products are not the responsibility of Maddie's Cleaning.

Nothing in these terms excludes or limits your rights under Australian Consumer Law.

14. Health & Safety

For the safety of both clients and staff, Maddie's Cleaning will not perform cleaning tasks that are unsafe or beyond standard domestic cleaning, including but not limited to:

- Moving heavy furniture or appliances
- Cleaning biohazard materials (including bodily fluids, mould beyond surface level, or hoarding conditions) unless specifically agreed in advance
- Working in unsafe, hazardous, or structurally unsound environments

Clients are responsible for ensuring that the property is safe and suitable for cleaning services. Maddie's Cleaning reserves the right to refuse or suspend a service if health and safety concerns are present.

15. Pets

Pets are welcome during cleaning services; however, the client is responsible for ensuring that pets do not interfere with the service or pose a safety risk.

Maddie's Cleaning reserves the right to pause or reschedule a service if pets are not secured or if their behaviour creates a hazard to staff, property, or other clients. Any mess caused by pets during the service in already cleaned areas will not be cleaned up by Maddie's Cleaning staff.

16. Photos & Videos

Maddie's Cleaning staff and employees may take before and/or after photos or short videos of completed work for marketing, portfolio, or quality control purposes.

By booking a service with Maddie's Cleaning, you give express consent for these photos and videos to be used online or in marketing materials.

Maddie's Cleaning will not share identifying personal information such as client names or addresses.

If you do not wish for photos or videos of your property to be taken or used, please inform Maddie's Cleaning prior to the service. Consent may be withdrawn at any time, and Maddie's Cleaning will comply with your request as soon as reasonably possible.

17. Privacy Policy

Maddie's Cleaning respects your privacy and is committed to protecting your personal information. Any information collected, including names, addresses, contact details, and property details, is only used for the purpose of providing cleaning services, managing bookings, invoicing, and communicating with clients.

Personal information will not be shared with third parties except where required by law or for business purposes directly related to your service (e.g., processing payments).

By booking with Maddie's Cleaning, you consent to the collection and use of your personal information as described above.

Clients may request access to, or correction of, their personal information at any time by contacting Maddie's Cleaning.

18. Agreement and changes

By booking or using Maddie's Cleaning services, the client acknowledges and agrees to these Terms & Conditions. No signature is required for these terms to apply.

Maddie's Cleaning reserves the right to update or amend these Terms & Conditions at any time. All changes will be dated at the top of the document and will apply to new bookings made after the date of publication.

Clients with existing or ongoing bookings will be notified of material changes where relevant, but prior agreed pricing and services will remain unchanged unless otherwise communicated.