

Bigmax Cleaning Terms and Conditions

Terms and Conditions of Service

Bigmax Cleaning

These Terms of Service ("Terms") govern your use of the cleaning services provided by Bigmax Cleaning ("we," "us," or "our"). By booking a service through our digital platform, phone, or email, you ("the Client") agree to be bound by these Terms.

If you have any questions regarding these Terms, please contact us prior to your scheduled service.

1. Booking, Pricing, and Labour Hours

* All the quote on the website "Bigmaxcleaning.com.au" is based on the normal cleaning conditions and with a typical 3 bedroom 2 bathroom and 1 living room 1 dining room 1 laundry room. **Labour Hours:** A "labour hour" is defined as one hour of work performed by one cleaning professional (e.g., a team of two professionals working for one hour equals two labour hours). The minimum booking for any hourly job is two (2) labour hours. Time taken to load and unload supplies and equipment from our vehicles may be included in the billable time.

* **Rate Adjustments:** All baseline prices are calculated using average times based on the number of bedrooms and bathrooms. While most cleans are completed within the allotted time, some properties require additional attention to meet our quality standards.

* **Re-evaluation of Fees:** Bigmax Cleaning reserves the right to re-evaluate rates at any time. If the required cleaning time differs significantly from our initial assumptions, we will contact the Client immediately to discuss potential price adjustments or service revisions.

2. Cancellations, Rescheduling, and Access

* **Late Cancellations & Rescheduling:** We require at least 24 hours' notice for any cancellations or rescheduling. If a cancellation or reschedule is made less than 24 hours before the service date, a **\$70 cancellation fee** will apply to cover the cost of schedule disruptions and lost earnings for our professionals. Repeated late cancellations may result in the termination of future services.

* **Accessibility:** The Client must ensure that our professionals have full access to the property, including running water and electricity. The workspace must be free from interruptions by other service providers, pets, or minors.

* **Entry & Lockouts:** If the Client is not home, entry instructions (and an alarm code, if applicable) must be provided in advance. If our team arrives and is unable to access the property, or cannot perform the clean due to interruptions, a **\$70 lockout/interruption fee** will apply to cover lost travel time and fuel.

* **Key Policy:** For security and liability reasons, Bigmax Cleaning does not accept or hold physical keys from customers. We highly recommend using a secure key lockbox and providing the access code in your booking notes.

* **Parking Accessibility:** The Client must provide a parking space close to the front door. In areas where free parking is unavailable (e.g., CBD areas), we will request your prior agreement to use paid parking, and the cost will be added to your final invoice. If no parking is available, we reserve the right to cancel or reschedule the service.

3. Satisfaction Guarantee

We are committed to your satisfaction. If you are unhappy with the service provided, we will work with you to make it right under our Satisfaction Guarantee:

* **Reporting:** You must notify us within 24 hours of the cleaning and provide detailed descriptions and photographs of the problematic areas. *(Note: For move-in and move-out cleans, this reporting period is extended to a 7-day grace period).*

* **Re-Cleans:** We will reschedule a free re-clean of the problem areas within 1 to 3 business days. All re-cleans must be completed within 7 business days of the original service to qualify for further remedies.

* **Credits/Refunds:** If you remain unsatisfied after the re-clean, we will review the situation and, at our discretion, issue a fair credit or refund.

4. Breakages and Loss Policy

Our professionals take the utmost care in your home. However, in the rare event of a breakage or loss:

* You must notify Bigmax Cleaning within 48 hours of the service via email or phone, providing a photo and an estimate of the damages.

* Upon notification, we will make every reasonable effort to repair or replace the broken, damaged, or lost item. Bigmax Cleaning reserves the right to contract suitable professionals for repairs and will settle payments directly with those contractors.

* **Exclusions:** We are not liable for breakage due to normal wear and tear, age-related deterioration, or damage caused by improper assembly, construction, or mounting of an item. Please inform us prior to the clean if any items require special handling.

5. Health, Safety, and Service Limitations

* **Bio-Hazards:** For the safety of our cleaners, we do not clean bio-hazards. This includes human and animal waste, medical syringes, mucus, vomit, and blood. Our cleaners are instructed to clean around these hazards and alert you to their presence.

* **Hoarding Conditions:** If the property's condition is deemed to require significantly more work than typical packages cover, our team reserves the right to decline the job or adjust the fee. If the job is declined upon arrival due to an inaccurate job description provided by the Client, a **\$50 booking fee** will be charged to cover fuel and travel time.

* **Safety Restrictions:** Due to occupational health and safety regulations, our professionals are not permitted to move or lift heavy items, nor can they clean high-reach areas requiring more than a 2-step ladder. If you need cleaning behind large appliances or furniture, please move them prior to our arrival.

* **Pets:** All pets must be secured during the cleaning. We reserve the right to cancel or reschedule a service if our professionals feel unsafe due to unsecured pets. If the team cannot enter the property for this reason, a **\$70 fee** will apply.

6. Arrival Windows and Unpredictable Events

* **Arrival Windows:** Please allow a 1-hour arrival window (e.g., 8:00 AM – 9:00 AM) to account for traffic, parking, and unforeseen delays. We will notify you promptly if our team is running late.

* **Unpredictable Events & Weather:** In the event of severe weather, traffic accidents, or medical/family emergencies, we reserve the right to postpone or cancel services for the safety of our staff. We assume no liability for any outcomes resulting from such delays or cancellations.

* **Public Holidays:** Our office is closed on public holidays. While some independent cleaners may operate, if your scheduled cleaner is unavailable, we will contact you in advance to reschedule.

7. Payments

* We EFT or Cash payment.

* Any reservation that fails the security hold on funds may be cancelled at our discretion.

8. General Provisions

* **Right to Refuse Service:** Bigmax Cleaning reserves the right to reject or terminate service at any time. Reasons may include, but are not limited to: cleaners feeling unsafe or threatened; the property condition differing from the Client's description; or the requested job falling outside the agreed scope and time frame.

* **Independent Cleaning Professionals:** Bigmax Cleaning utilizes a network of independent contract cleaners who have passed a rigorous screening process. They are required to maintain a high standard of workmanship to remain active on our platform.

By booking a service with Bigmax Cleaning, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.