

Frequently Asked Questions (FAQs)

1. What services does Little Sparkle Cleaning Services offer?

We offer a range of cleaning services, including:

- Residential Cleaning
- Commercial Cleaning
- Bond Cleans
- Lawn Care (Coming Soon)
- Laundry Service (Coming Soon)
- High-Pressure Washing

2. How do I book a cleaning service?

You can book a cleaning service by contacting us via email at kira@littlesparklecleaningservices.au, or call 045822 8841. Please leave a message if you are calling outside of business hours. Unfortunately, we do not offer booking via your social media platforms. Please ensure to book via our website or email. Any bookings made on your social platforms will not be processed.

3. What areas do you service?

We service Calen, Mackay, Proserpine, The Whitsundays, Kuttatbul, and all areas in between. From October 2025, we plan to expand to additional areas.

4. Do I need to provide cleaning supplies?

You are more than welcome to supply your own cleaning supplies, and we will take care of the rest.

5. Can I hire you for a one-time cleaning or regular cleaning service?

Absolutely! We offer both one-time cleaning services and ongoing regular cleaning services based on your needs. Let us know your requirements, and we'll tailor our service accordingly.

6. How do I pay for the cleaning services?

At Little Sparkle Cleaning Services, we offer flexible payment options for your convenience:

- Invoices: An invoice containing relevant information about the total amount will be emailed to you once the booking has been confirmed.

- **Payment Methods:** We accept bank transfer (prior to service), cash, and EFTPOS payments on the day of service.
- **Bank Transfer:** If you wish to pay via bank transfer prior to your service, please ensure the payment is processed in time to reflect in your account before the scheduled appointment.
- **Payment Deadline:** All invoices MUST be finalised within 7 days of service completion, unless formally agreed otherwise or payment has been made prior via bank transfer.
- **Can I pay via bank transfer after the service has been completed?** Yes, of course. For all bank transfers, please email remittance to kira@littlesparklecleaningservices.au.

Payment Reminders & Late Payments:

- A payment reminder will be sent 3 days past the due date if the invoice remains unpaid.
- A final payment reminder will be sent 14 days past the due date.
- If payment is still outstanding beyond 14 days, a \$10 late fee will apply.
- Failure to make payment after the final reminder may result in further action, including service suspension or referral to a debt collection agency.

7. Do you offer bond cleaning?

Yes, we provide bond cleaning services. This service includes a thorough clean to meet real estate and landlord standards.

8. What if I need to cancel or reschedule my booking?

We understand that life can be unpredictable. Please contact us at least 24 hours in advance if you need to cancel or reschedule your booking to avoid any cancellation fees.

9. What if your household is sick?

If your household is unwell, we need to reschedule your appointment for the safety and health of all involved. We will notify you as soon as possible to arrange a new time.

10. What if I had completely forgotten about my appointment?

We understand that sometimes we all get a little hectic. Depending on time constraints, we may be able to continue the appointment; however, the timing may not be suitable. In such cases, another appointment will be made free of charge.

11. What if I am a no-show for the appointment?

If you are a no-show for your appointment, you will be charged 50% of the total balance. Please note that repeated no-shows may result in the cancellation of future bookings.

12. Are your cleaners insured?

Yes, all your cleaners are fully insured. We take pride in providing professional and reliable services to our clients.

13. What happens if I am not happy with the cleaning service?

Customer satisfaction is our top priority. If you are not satisfied with any aspect of the cleaning, please let us know within 24 hours, and we will address your concerns and provide a re-clean at no extra cost.

14. Do I need to be home during the cleaning?

You don't need to be home for the cleaning service. If you're unable to be present, we can make arrangements for access to your property.

15. Are your cleaners trained?

Yes, all your cleaners are trained in professional cleaning techniques, safety standards, and customer service. We also provide ongoing training to ensure quality service every time.

16. Do you offer discounts for regular clients?

We offer competitive pricing and can provide discounts for ongoing regular clients. Please inquire for more information.

17. Do you offer gift certificates?

Yes, we offer gift certificates for your services. A perfect gift for someone who could use a little extra help with cleaning!



