



Booking Policy

Effective for bookings made on or after 14 August 2025

1: Making a Booking	<ul style="list-style-type: none">• Bookings can be made via phone (1300 652 994), SMS, email (bookings@littlesparklecleaningservices.au), or our website.• A booking is confirmed once you receive a written confirmation (email or SMS) from Little Sparkle Cleaning Services (LSCS).• The person making the booking confirms they are authorised to do so and accepts this policy.
2: Service Window & Access	<ul style="list-style-type: none">• Please allow a 20–30 minute arrival window to account for traffic and prior job overruns.• You must ensure safe and timely access at the agreed start time (key collection/return, building entry, gate/door codes, alarm details).• If access is delayed due to client-side

	<p>issues, the time will be deducted from your booking window and standard charges will apply.</p>
3: No-Show & Waiting Period	<ul style="list-style-type: none"> • If our team cannot gain access at the start time, they will attempt to contact you via phone/SMS. • If no access is possible within 15 minutes, the booking is treated as a No-Show. • No-Show Fee: A call-out fee of \$100 will be invoiced to cover staff time, travel, and the reserved slot. • We may require pre-payment for any future bookings after a no-show.
4: Cancellations & Rescheduling	<ul style="list-style-type: none"> • If you need to cancel your service, please advise us as soon as possible — at least 48 hours before your booking. • 48+ hours' notice: No fee. • 24 hours' notice: A \$50 Late Cancellation Fee applies to cover scheduling and administration. • Under 24 hours' notice: A \$100 Late Cancellation Fee applies (or the agreed minimum service charge if higher). • Rescheduling: There is no fee for rescheduling your booking to a new

	<p>date/time, provided it is confirmed with us before the original start time.</p> <ul style="list-style-type: none"> • Repeat cancellations: Clients who repeatedly book and cancel may be invoiced for the full value of the cancelled service and/or required to pre-pay future bookings. • All fees are invoiced and payable within 7 days.
5. Minimum Charges & Scope Changes	<ul style="list-style-type: none"> • A minimum service charge may apply depending on the service type and location. • If the scope is materially different on arrival (e.g., additional rooms, heavy build-up, access limitations), we'll confirm revised pricing before commencing or continuing.
6. Local Conditions	<ul style="list-style-type: none"> • Extreme weather, hazard alerts, or unsafe conditions may require rescheduling for staff safety.
7. Health & Safety	<ul style="list-style-type: none"> • For everyone's safety, please secure pets and remove hazards (sharps, biohazards, excessive mould, pests). • If the environment is unsafe or unsanitary beyond standard cleaning risks, we may refuse or suspend the service and a call-out fee may apply.

8. Reminders & Communication	<ul style="list-style-type: none"> • We send reminder messages approximately 24 hours before your booking, and on the morning of service when practical. • Please ensure your contact details are up to date so we can reach you.
9. Payments & Overdue Accounts	<ul style="list-style-type: none"> • Invoices are issued after service (or after a fee-only event) and are due within 7 days unless otherwise agreed in writing. • We do offer payment plans for clients who require flexibility — please contact us to discuss available options prior to the due date. • Late or overdue accounts may incur administration fees and recovery costs.
10. Quality Assurance	<ul style="list-style-type: none"> • We aim for exceptional results. If you have any concerns, please notify us within 24 hours with photos/details so we can review and assist promptly. Our team will return to amend the issue, free of charge. • For end-of-lease cleans, please check any agency checklists in advance and share them with us before the booking or the day of the booking. Please check our end of lease packages to see which one is more appropriate to

	your requirements.
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11. Discretion & Fairness	<ul style="list-style-type: none"> We understand life happens. If there are exceptional circumstances (e.g., medical emergency), contact us as soon as possible — we may waive or reduce fees at our discretion.
12. Right to Refuse a Booking	<p>We reserve the right to refuse or cancel any booking if we reasonably believe it to be false, misleading, or unsafe for our team. This includes, but is not limited to:</p> <ul style="list-style-type: none"> Providing incorrect or deceptive information about the property or service required. Situations that pose a risk to staff health, safety, or wellbeing. Bookings made under false pretences or with the intent to misuse our services.
13. Respect for Staff	<p>All staff members are to be treated with respect and courtesy at all times. Aggressive, abusive, or inappropriate behaviour towards our team will not be tolerated and may result in immediate termination of the service, refusal of future bookings, and/or reporting to the relevant authorities where necessary.</p>
14. Travel Fees	<p>As of 23 July 2025, travel fees apply to services in areas outside of our standard service locations.</p> <ul style="list-style-type: none"> The travel fee is charged at our

	<p>discretion based on distance, time, and fuel costs.</p> <ul style="list-style-type: none"> Any applicable travel fees will be clearly outlined in your quote and invoice before the booking is confirmed.
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<p>15. Scope of Services</p>	<p>We do not, under any circumstances, provide additional services that are not clearly listed on our website or included in your confirmed booking request.</p> <p>Services we provide include:</p> <ul style="list-style-type: none"> End of Lease Cleans General Cleans Commercial Cleans High Pressure Cleaning Window Cleaning Paws Approved Carpet Cleaning Lawn Care Deep Cleans <p>All services are standalone. Packages are available for End of Lease Cleans, however a package can be tailored for you based on your specific requirements.</p> <p>If you require additional services at your booking, these will incur additional costs, or they can be included in a package for a 10% discount. All changes or additions to the scope of work must be discussed and agreed upon in advance.</p>
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16. Pricing

Our current pricing (effective 14 August 2025) is as follows:

- General Cleans – \$55 per hour, minimum 2 hours.
- End of Lease Cleans – \$69 per hour for Standard Package.
- Ultimate End of Lease Package – \$80 per hour.
- Ultimate End of Lease + Lawn Care Package – \$90 per hour.
- High Pressure Washing – \$99 per hour.
- Deep Cleans – \$88 per hour.
- Pristine Window Cleaning – from \$150 per visit.
- Paws Approved Carpet Cleaning – from \$70 per visit.
- Commercial Cleaning – \$90 per hour (minimum hours apply).
- Retail Cleaning – from \$99 per visit.
- Oven Cleaning – \$60 per hour (minimum hours apply).
- Lawn Care – Contact us for a personalised quote.

Important Notes:

- Prices are subject to change without notice.
- Services may become temporarily unavailable or be discontinued at our discretion.

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Thank you for choosing Little Sparkle Cleaning Services. We value your trust in our team and are committed to delivering exceptional service every time.

Contact Us

1300 652 994

bookings@littlesparklecleaningservices.au

www.littlesparklecleaningservices.au