Terms of Service

Little Sparkle Cleaning Services

Last Updated: March 2025| Changes made August

By booking a service with Little Sparkle Cleaning Services, you agree to the following Terms of Service. These terms comply with Australian laws, including the Australian Consumer Law (ACL) and Work Health and Safety (WHS) regulations.

1. Scope of Services

Little Sparkle Cleaning Services provides residential and commercial cleaning services, including general cleaning, deep cleaning, bond cleaning, and additional services as listed on our website.

At this stage, we do not provide the following services, but we are looking to expand our offerings in the future. Any new services will be communicated to clients, and you will be notified of these changes via email or other communication methods as we update our offerings:

* + Carpet steam cleaning| we now offer paws approved carpet cleaning
	+ Biohazard cleanup (e.g., mold remediation, bodily fluids)
	+ Hoarding cleanup requiring specialist disposal
	+ Moving or lifting of heavy furniture beyond safe manual handling limits

1. Customer Responsibilities

To ensure a safe and efficient cleaning service, customers must:

* + Provide clear and safe access to the property.
	+ Store all valuable items (cash, jewellery, electronics, and other personal items) securely before our cleaners arrive.
	+ Ensure all pets are secured in a safe area to avoid accidental injury or escape.
	+ Inform us of any specific cleaning instructions or fragile items that require special care.

1. Duty of Care

We uphold a duty of care to ensure a safe working environment for both our cleaners and our clients. Our team follows WHS guidelines, uses safe cleaning products, and adheres to proper cleaning techniques.

If our cleaners identify safety hazards (e.g., unsecured furniture, exposed electrical wiring), they may request corrective action before proceeding with the service.

1. Liability and Limitations

While we take great care in delivering high-quality cleaning services, Little Sparkle Cleaning Services is not liable for:

* + Pre-existing damage: We will not be responsible for damages to items or surfaces that were already worn, fragile, or in a deteriorated condition.
	+ Items not secured by the customer: We are not liable for misplaced or lost valuable items that were not stored away before our arrival.
	+ Accidental pet escape: If a pet is not secured as required, we are not responsible for any incidents involving the pet.
	+ Acts beyond our control: We are not responsible for damages or delays due to natural disasters, power outages, or unforeseen circumstances.

If any damage occurs during our service, it must be reported within 24 hours of the cleaning session. Claims made after this period may not be considered.

1. Cancellation and Rescheduling
	* Cancellations must be made at least 24 hours before the scheduled service.
	* Late cancellations or last-minute rescheduling may incur a cancellation fee of 50% of the booked service.

1. Payment Terms

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 our 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.

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.

1. Privacy Policy

We respect your privacy and handle all personal information in accordance with the Privacy Act 1988 (Cth). Any information collected during the booking process is used only for service delivery and customer communication.

1. Refund Policy

We offer refunds in the following circumstances:

* + Service Not Provided: If we are unable to deliver the booked service due to circumstances within our control, you are entitled to a full refund. This includes situations such as:
	+ Staff illness or unavailability that prevents us from fulfilling your scheduled service.
	+ Equipment failure or other technical issues that are within our control, preventing us from performing the service as promised.
	+ Cancellation due to unforeseen company emergencies that are outside of the client’s control but within ours.
	+ Circumstances Beyond Our Control: In situations such as weather conditions, natural disasters, or other unforeseen circumstances that prevent us from delivering the service as scheduled, we will work with you to reschedule the appointment or offer a partial refund. We aim to provide a fair solution, but please note that these situations are beyond our control.
	+ Failure to Meet Service Standards: If our cleaning service does not meet reasonable expectations and you notify us within 24 hours of the service being completed, we will first attempt to rectify the issue. If we are unable to resolve it, a partial refund may be issued at our discretion.
	+ Overpayment or Double Payment: If a customer accidentally makes an overpayment, we will process a refund for the excess amount.

Refunds are not provided for:

* + Change of Mind: Once a service has been completed, refunds will not be issued if you simply change your mind.
	+ Unrealistic Expectations: Our services are carried out to professional standards, but results may vary depending on property conditions. Refunds will not be issued if you knowingly book a general clean but expect a deep clean.
	+ Customer-Provided Incorrect Information: If incorrect booking details are provided (such as the wrong service type or incorrect location), a refund may not be issued.
	+ Unsafe Conditions: A refund will NOT be provided if the property is deemed to be unsafe for our services to be carried out, such as:
	+ Unsecured dogs or other pets that pose a safety risk to our staff.
	+ Violent or aggressive behaviour towards our staff.
	+ Unsanitary conditions that pose a sufficient health and safety risk.
	+ Inability to Access Property: If our staff is unable to access the property due to lack of keys, locked gates, or other access issues.
	+ No Show: If the booking is deemed a no show (the client does not show up or is unavailable at the scheduled time), no refund will be issued.
	+ Post-Service Mess: Refunds will not be given for any messes caused by the client after our services have been completed.
	+ Pre-Existing Property Damage: Refunds will not be issued for property that has already sustained notable damage prior to the commencement of our services.

1. Behaviour & Safety Concerns

The safety of our employees and clients is our top priority. If any behaviour poses a danger to our staff, we reserve the right to:

* + Terminate the service immediately
	+ Contact authorities if necessary

Likewise, just as our employees have the right to a safe working environment, clients also have the right to feel safe. If an employee behaves in an unacceptable or inappropriate manner, Little Sparkle Cleaning Services will handle the situation appropriately and, if deemed necessary, take legal action.

Our employees are expected to act professionally and respectfully at all times.

1. Duty of Care

We take our duty of care seriously for both our employees and clients. Our staff will always conduct themselves professionally and ensure that all services are provided with care and respect.

* + Our employees cannot perform medical assistance but will provide reasonable support where possible.
	+ If a client is in distress or needs urgent medical attention, our employees must contact emergency services immediately.

1. Financial Hardship

We understand that unexpected circumstances may arise. If you are experiencing financial hardship, please advise us as soon as possible. We may be able to arrange an alternative payment plan.

1. Pets & Safety

We love pets! However, for the safety of both our employees and your pets, please ensure:

* + All pets are secured before our arrival
	+ We are notified in advance if pets will be present

If our employees cannot access the property due to unsecured pets, your appointment may need to be rescheduled, and a cancellation fee may apply.

1. Appointment Reminders

We send appointment reminders prior to your scheduled service. If you need to reschedule, you can do so via:

* + Our website
	+ Email: kira@littlesparklecleaningservices.au
	+ Phone: 0458 228 841 (If calling after hours, please leave a message. Texts are also welcome.)

1. Unforeseen Circumstances on Our Behalf

In the event that we are unable to complete a scheduled appointment due to unforeseen circumstances (such as staff illness, emergencies, or weather conditions), we will notify you as soon as possible and arrange an alternative time.

1. Booking Policy

We do not accept bookings via social media. All bookings must be made through our official channels:

* + Website
	+ Email
	+ Phone

1. Advance Bookings

We encourage clients to book in advance to secure their preferred time slot. Recurring bookings are also available for regular services.

1. Special Offers

From time to time, we may offer special promotions or discounts. These will be advertised through our official channels. Special offers may have conditions and limited availability.

1. On the Day of the Scheduled Appointment

To ensure a smooth and efficient service, we ask that you:

* + Provide clear access to the areas that need cleaning
	+ Secure all valuable items
	+ Ensure pets are safe and secured
	+ Notify us of any special instructions in advance

1. Health Considerations & COVID-19

If you are feeling unwell, please reschedule your appointment until you have recovered. We reserve the right to refuse service on the day and reschedule due to health reasons.

1. Special Requests

Our services are strictly cleaning-related. We do not provide:

* + Pet-sitting
	+ Moving furniture
	+ Fixing lights or other fixtures
	+ Any other non-cleaning-related tasks

1. Employees & Social Interaction

Our employees are permitted to sit and chat with elderly clients if they wish to do so. However, cleaning tasks remain the priority.

Companionship and Friendly Interaction

At Little Sparkle Cleaning Services, we understand that a friendly conversation can make a difference, especially for our elderly clients. Our staff are allowed and encouraged to engage in polite and friendly conversation with clients while completing their cleaning tasks.

While our primary role is to provide professional cleaning services, we value building positive relationships with our clients. However, our employees must still prioritise their duties and remain professional at all times.

If you or a loved one require additional companionship services beyond casual conversation, we recommend seeking support from professional care services dedicated to this need.

1. Emergency Situations

In the event of an emergency involving the client, our staff members are required to call emergency services immediately.

1. Your Rights as a Client

As our client, you have the right to:

* + A safe and respectful service
	+ Raise concerns about our service
	+ Request a resolution if you are dissatisfied

1. Employee Uniform & Identification

For your comfort and security, our employees will wear:

* + A black or navy polo shirt with their name badge and cap
	+ Occasionally, a shirt featuring our company logo

Additionally:

* + All employees must display their identity card or confirm their identity ( changed made 14.08.25
	+ Clients will be provided with the employee’s name and direct mobile number
	+ If unsure, you can call the employee’s number to verify their identity

1. Our Rights as a Business

As a business, we have the right to:

* + Cancel a contract if we believe it poses a potential health risk
	+ Set service rates and policies
	+ Protect our employees from harmful or unsafe conditions

1. Appointment Overruns

Should your appointment exceed the allocated duration, you will be invoiced for the additional time based on our hourly rate.

1. Service Rates & Minimum Hours

Our service rates are as follows:

* + General Cleaning: $55 per hour (Minimum 3hours) now 2 hours
	+ Bond Cleaning: $85 per hour (Minimum 10 hours, max 48 hours) changes have been made to suit cleaning requirements see website for more information
	+ Lawn Care (Coming Soon): will be quoted
	+ Laundry Services (Coming Soon): Package-based, minimum charge $65
	+ High-Pressure Washing changes have been made please see the booking page for more information

1. Tough-to-Clean Stains & Wear and Tear

Some surfaces may have stains or considerable wear and tear that cannot be fully removed. While we will do our best to clean all areas, we cannot guarantee complete stain removal.

1. Polished & Upholstered Furniture Disclaimer

Please advise us if you have any polished or upholstered furniture that requires special care. If you prefer specific cleaning products, please let us know in advance.

1. Using Your Own Cleaning Products

If you prefer to supply your own cleaning products due to sensitivity or personal preference, you are welcome to do so. Please ensure the products are safe and suitable for the surfaces being cleaned.

1. Gift Policy

Small tokens of appreciation are welcome. However, our staff cannot accept:

* + Cash gifts
	+ Items deemed inappropriate or confrontational

1. Preferred Cleaner Requests

If you have built rapport with one of our employees, you are welcome to request them as your preferred cleaner. This is subject to availability and scheduling limitations.

1. Strict Confidentiality

Little Sparkle Cleaning Services upholds strict confidentiality for all clients.

* + All staff adhere to confidentiality agreements
	+ Client information is stored securely and not shared with third parties

1. False or Fraudulent Bookings

If a booking is found to be false or fraudulent, we reserve the right to:

* + Invoice the full cost of the scheduled service
	+ Take further recovery action if necessary

Fraudulent Transactions

If we determine that financial information has been fraudulently used to book an appointment with Little Sparkle Cleaning Services, the rightful owner of the financial details is entitled to a full refund, provided that they report the fraudulent activity to us and relevant authorities.

We take fraudulent transactions seriously and reserve the right to report any suspected fraudulent activity to law enforcement and financial institutions. Any individual found to have knowingly engaged in fraudulent behaviour may be subject to legal action.

Pensioner Support & Discounts

At Little Sparkle Cleaning Services, we are committed to supporting our senior community. We offer pensioner discounts of up to 50% off to help make our services more affordable.

Additionally, we can assist in setting up regular cleaning services at a discounted rate to ensure ongoing support and maintain a clean and comfortable home environment.

If you or a loved one would like to discuss our pensioner discount options or set up a customised cleaning schedule, please contact us, and we’ll be happy to assist.

