



Additional Charges & Travel Cost Policy

At Little Sparkle Cleaning Services, we value transparency and fairness. To help our clients understand potential extra costs, please review the following policy regarding additional charges and travel fees.

1. Overtime Charges

If your service exceeds the scheduled and allocated booking duration, an additional fee of **\$35 per hour will apply.**

- This charge is capped at a maximum of 4 hours beyond the allocated time.
 - All overtime will be clearly communicated and invoiced separately after service completion.
 - We recommend ensuring your property is accessible and ready for cleaning at the scheduled time to avoid delays.
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2. Travel Costs

To accommodate services outside our primary service area, a travel fee may apply depending on your location.

- Travel within 30 km of our base location: No charge.
- Travel beyond 30 km: A \$0.85 per km fee will apply for the return journey, calculated from our base to your location.

- Travel fees will be confirmed during the booking process and included in your quote.

3. Advance Booking for Extended Services

For longer-duration bookings (e.g. full-day or specialty cleans), we require that bookings be made at least 7 days in advance. This allows us to plan accordingly and ensure we allocate the right team and equipment for your needs.