



KindSpace Environmental Co.

Domestic Cleaning Terms and Conditions

These Terms and Conditions apply to all domestic cleaning services provided by **KindSpace Environmental Co.** including **one-off cleans and regular scheduled cleans**. By booking our services, you agree to the terms outlined below.

1. Payment Terms

One-Off Cleans

Payment for one-off cleaning services must be made **in full at the time of booking** in order to secure the appointment.

Regular Cleans

Regular cleaning services are charged **monthly in advance**. Payment secures and protects your allocated regular cleaning slot.

Failure to make payment may result in suspension or cancellation of services.

2. Cancellations and Rescheduling

We understand that circumstances change; however, due to scheduling commitments the following policy applies:

- Cancellations or rescheduling requests made **within 24 hours of the scheduled appointment** will be **charged at 100% of the booked service cost**.
- Clients must inform us **as soon as possible** if they or anyone in the household is unwell.

Illness Policy

Because we work with **vulnerable clients and must protect the health of our team**, any household experiencing **vomiting or diarrhoea (V&D)** must inform us immediately. In these circumstances, the clean **must be rescheduled** to ensure safety.



3. Company Rescheduling

While every effort is made to attend appointments as scheduled, occasionally circumstances beyond our control may arise. These may include:

- Vehicle breakdown
- Severe weather
- Staff illness
- Traffic incidents
- Other unforeseen operational circumstances

In such cases, we will notify you as soon as possible and **reschedule the service within a reasonable timeframe**, typically **within 72 hours or within one week**, depending on availability.

4. Pets

For the safety of both pets and staff:

- Pets must either be **kept with the client** or **secured in a separate room** for the duration of the clean if cleaners are present while the client is away.
- We cannot be responsible for pets escaping or interfering with the cleaning process.

5. Property Access

If you are not present during the cleaning appointment:

- We can hold keys securely under our **Keyholder Insurance Policy**.
- Keys must be functional and allow safe entry and exit.

If we cannot access the property due to:

- Non-working keys
- Faulty key safes
- Incorrect alarm codes



- Lock malfunctions
- No access provided

the appointment will be **charged in full**.

We cannot accept responsibility for:

- Keys breaking in locks
- Locks failing during entry or exit
- Situations where a property cannot be secured due to faulty locks or keys.

6. Existing Damage or Fragile Items

KindSpace Environmental Co. is **not responsible for damage to items, fixtures, or fittings that are already broken, unstable, or poorly installed**.

Clients should inform us in advance of any **fragile or delicate items** within the property.

7. Cleaning Products and Equipment

For insurance and quality assurance purposes, our teams **use KindSpace approved cleaning products and equipment**.

If clients request that we use **their own products or equipment**, this will be done **at the client's own risk** and we cannot accept liability for any damage, reactions, or performance issues resulting from those products.

8. Photography and Quality Assurance

For quality control and training purposes, our team may take **close-up photographs of cleaned areas**.

These may occasionally be used for **training, quality assurance, marketing, or social media purposes**, however:

- Images will focus on **cleaning results or specific surfaces**



- **No personal items, identifying information, or client details will be shared**
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9. Temporary Suspension of Regular Services

Regular cleaning clients have reserved time slots which we protect and maintain.

If you wish to temporarily suspend services:

- **4 weeks notice** is required. If up to 2 weeks suspension then the client is not charged dependent on 4 week notice period
 - **2–4 weeks suspension:** a **50% retainer fee** applies to maintain your slot.
 - **More than 4 weeks suspension:** the **full service charge** applies to retain the regular booking slot.
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10. Termination of Regular Services

To terminate a regular cleaning service, we require **one month's written notice**.

11. Utilities

The property must have:

- **Hot running water**
- **Safe and functioning electricity**

If utilities are unavailable at the time of service, the appointment may be cancelled and **charged in full**.

12. Minors in the Property



For safeguarding and insurance purposes, **no minors may remain in the property without adult supervision** while our team is present.

13. Other Trades or Contractors

If other tradespeople will be present during a scheduled clean, **clients must notify us in advance**.

Depending on the circumstances, the cleaning appointment may need to be **rescheduled** to ensure safety and efficiency.

14. Biohazards and Unsafe Environments

If our team encounters biohazards or unsafe conditions during cleaning, work will be **immediately halted** and management will contact the client.

Biohazards may include, but are not limited to:

- Mould growth larger than **one square foot**
- Pest infestations
- Bodily fluids
- Drug paraphernalia
- Human or animal waste
- Sharps or hazardous materials

Specialist cleaning services may be required before standard cleaning can continue.

15. Communication

Any changes to appointments, cleaning priorities, concerns, or complaints must be communicated **directly with KindSpace management**.

Our on-site cleaning staff are not authorised to amend bookings or agreements.



16. Appointment Times

Cleaning appointment times are **approximate** and may vary depending on traffic, previous jobs, and operational factors.

Clients will typically receive **confirmation of the expected arrival window the evening before the appointment.**

Agreement

By booking services with **KindSpace Environmental Co.**, clients confirm they have read, understood, and agreed to these Terms and Conditions.