

Immaculate cleaning services Melbourne is a locally woman-owned business. We are insured and our employees are professionally trained.

By hiring Immaculate cleaning services Melbourne, you agree to be the party responsible for full payment, communication and complying with all policies, upholding this agreement and satisfaction guarantee procedures.

By ordering Immaculate Cleaning Services Melbourne ABN: 24 163 105 318 by telephone, e-mail or web site the client agrees to be bound by the terms and conditions of Immaculate Cleaning Services Melbourne.

Getting your home ready:

- Have your home picked up and ready to be cleaned.
- If cleaners are required to pick up items this will take more time so additional fees will apply.
- Notify all guests about our arrival and that we may need access to their space.
- Notify us when you have guests or any unknown person in your home so that we won't be surprised if a stranger walks out of a room.

Preparing Children and Pets:

- For safety reasons, please see that children are supervised while we are cleaning your home.
- We love animals, however, if they are aggressive, we ask that you have them kennelled, in a room that we are not cleaning or outside when we arrive. Immaculate cleaning services Melbourne and its staff reserves the right to leave the premises if a pet exhibits aggressive behaviour and you will be charged the full price of your cleaning. Immaculate cleaning services Melbourne will not be held responsible for the behaviour of any pet(s) while the cleaning service is being performed.

Accessing Your Home:

- By providing a unique door code or lockbox code. A fee will be charged if we are unable to access your home. (see lockout policy below)
- Turn off alarm systems. If you choose to leave the alarm armed, we are always diligent and careful to disarm and rearm the alarm according to your instructions. However, we will not be held responsible for false alarms or misuse of the alarm system, including charges from a local police department or security company or other charges related to an activated alarm. No exceptions.
 - Additionally, you agree to hold harmless and/or release from liability Immaculate cleaning services Melbourne from any and all liability relating to any failure of the alarm or not arming the alarm properly.
 - Allow for full access to the home. Our cleaners perform their work in a specific order to ensure efficiency and thoroughness. If you need to direct our cleaners to clean certain areas first or to clean in a different order, this may add additional time to your cleaning. We are happy to offer this service if needed, but you must call ahead of your cleaning so we can schedule the additional time. Any additional time accrued by our team will be charged.

Lock Out Policy

- Our cleaning hours are from 8:30am to 5 pm. If for any circumstance our staff is SENT AWAY or LOCKED OUT from your home between these hours, there will be a cancellation fee of 100% of your typical cleaning rate. We will make every effort to work within the time frame you requested, but ask not to be sent away during our working hours.
- We cannot guarantee an exact arrival time for your visit. We will provide an estimated window of arrival.

Estimate/Quotes:

- Estimates are given based on the information given by the client. Should the conditions be dirtier or more cluttered than indicated we will not guarantee we can complete as per the quote. You will be given a choice to increase your budget, or do what we can in the time we have allocated.
- If you request changes to your service after receiving your original estimate, additional charges may be billed or a new estimate may be required.

Don't Skip...Modify your work order:

Our staff are very important to us and depends on you to be able to pay their bills. When you skip your cleaning, they get paid less.

- Going On Vacation? Instead of skipping consider having us do some deep clean work (hand wiping baseboards, doors/frames, kitchen and bathroom cabinets, or cleaning the inside of your fridge/oven, cleaning under all the sinks)
- A Little Sick? It's more important now than ever that we come in and clean your home. Just hang out in your room (or any room) and we will swap out that time with our Disinfecting Service.
- If you do need to skip, we require at least **48-hour notice for recurring cleanings without being billed.**
- If you skip a cleaning with **less than 48 hours' notice**, you will be charged **the full anticipated cost of your scheduled cleaning**, without exceptions. Timely notice enables us to schedule another home in your place and ensure our employee's full work schedules. Please note – you can reschedule your cleaning another day during the week without incurring additional fees.
- Exceptions may be made for emergencies and/or illnesses. Frequent cancellations, even for emergency or illness, may still be charged the cancellation fee. Immaculate cleaning services Melbourne reserves the right to make these determinations on a case-by-case basis.

- Cancellation of Service whether temporarily, permanently or reducing the frequency of your cleaning cadence, requires a 48-hour notice. Less than this is considered a late cancellation and will be charged at the full fee.
- For all company-initiated schedule changes due to holidays or extreme weather conditions, we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

Paying for Services:

- CASH, VISA/MASTERCARD and BANK TRANSFERS are all acceptable forms of payment.
- Additional fees of 2.2% will apply if paying through the square app
- Declined cards and unpaid balances will incur a service charge of \$25 or 15% interest whichever is greater.
- We offer many ways to pay for our service.
- Cash should be put in sealed envelopes addressed to Immaculate cleaning services Melbourne.
- All payments are due on the date of service or prior to your booking.

Protecting Your Valuables:

- If asked to dust/clean inside of cabinets or where delicate items are located, start laundry, wash dishes, clean small computer equipment, antiques or collections, or to use your equipment (e.g. vacuum), you agree to hold harmless and/or release from liability Immaculate cleaning services Melbourne and/or any of its employees responsible for any damage or breakage to any article or component.
- We will make every effort not to break items, but accidents do happen. We have Limited Liability protection for replacement or repair. Identical replacement will be attempted but not guaranteed. It is for this reason that we avoid cleaning requests for irreplaceable or sentimental valuable items.

- Damage must be reported to staff by phone or email within 2 business days of service or Immaculate cleaning services Melbourne may not be held liable.
- Immaculate cleaning services Melbourne, cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

Protecting Our Cleaning Cleaners:

- Cleaning cleaners are unable to climb on ladders any higher than a two-step ladder to perform their work. They are unable to move heavy objects or furniture.
- Due to OH&S regulations, our staff will not handle any type of animal or human waste, this includes vomit, blood or body waste.

Rate Adjustments

- To meet your needs and to ensure your satisfaction, Immaculate cleaning services Melbourne, reserves the option to reevaluate rates at any time.

Non-Solicitation of Immaculate cleaning services Melbourne's Employees

- When entering into an agreement for services with Immaculate cleaning services Melbourne you agree not to solicit for hire any staff member introduced to you by Immaculate cleaning services Melbourne for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. When hired, each cleaning technician signs an agreement barring them from performing any home-related service for any of our past or present customers. However, if you do wish to employ a staff member directly, please discuss this matter with management. If you are found to have solicited one of our staff, please be advised that our referral/ training fee is \$3,500 per hired employee. We consider our employees our most valuable asset and charge accordingly.