



# Service Guide



[www.adorechorescleaning.com.au](http://www.adorechorescleaning.com.au)

# Everything you need to know in one place

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Refer a Friend

“The objective of  
cleaning is not just to  
clean, but to feel  
happiness living within  
that environment”

Marie Kondo

# Welcome!

Hi, I'm Emily, and welcome to Adore Chores Cleaning!

Congratulations on taking the first step towards creating the clean, happy, and healthy home you and your family truly deserve!

After giving birth to my daughter in 2023, I became more mindful of the ingredients in the food, cosmetics, and cleaning products around me. I wanted to educate myself on the chemicals and ingredients I was exposing my family to, especially my little one. I was shocked by how common harmful ingredients had become in so many everyday products, as well as the risks they posed.

That's what inspired me to start Adore Chores Cleaning—to provide clean and healthy homes for families without compromising on the quality of service.

We know how challenging it can be to stay on top of house cleaning, especially when your precious free time is so limited. That's exactly why we're here—to take the cleaning off your hands, so you can focus on the things you really enjoy!

At Adore Chores Cleaning, we're not just passionate about cleaning; we're committed to using non-toxic, eco-friendly products that make your home spotless and safe.

Take a moment to flip through this service guide to get familiar with everything we offer, so we're all on the same page.

Once you're happy with the details and the quote has been approved, we'll schedule a recurring service at a time that works best for you.

I'm here to help if you have any questions, feedback, or specific requests along the way!



Adore Chores Cleaning

# Contact Information

If you ever need to contact us, please get in touch using either the phone number or email below. Please note that calls and emails are not monitored after 5pm on weekdays or on weekends.

Phone: 0490 342 389

Email: [contact@adorechorescleaning.com.au](mailto:contact@adorechorescleaning.com.au)

## Payment

Invoices are emailed after each clean and must be paid within 7 days as per the invoice terms.

Please pay promptly into the bank account listed at the bottom of your invoice to avoid any late fees.

## Scheduling

Prior to booking, we will arrange for a day to be your regular cleaning slot in every service. If we ever need to reschedule for any reason, we will try to give you as much notice as possible and communicate with you to find a suitable compromise.

# Policies

## PAYMENT POLICY

### Payment Methods

We accept payments via bank transfer or cash.

### Payment Terms

Service Fees: Payment for services is due within 7 days of receiving the invoice unless otherwise stated.

### Late Payments

Late Fee: A late fee of \$5 will be applied for every day the payment is overdue past the 24 hour window.

Suspension of Services: Services will be suspended if payment is not received within 7 days of the invoice date or if late payments persist.

### Invoice Disputes

Resolution Timeframe: Any disputes or questions regarding invoices should be addressed within 5 days of receipt.

Contact Information: Please contact us via email at [contact@adorechorescleaning.com.au](mailto:contact@adorechorescleaning.com.au) for any billing inquiries or disputes.

### Refunds and Credits

Refunds: Refunds are issued case-by-case and will be processed within 24-48 hours if approved.

Credits: Any credits for future services will be applied to the next billing cycle.

## LOCKOUT POLICY

### Definition of a Lockout

A lockout occurs when:

- A customer forgets to leave a key for the cleaner to access the home.
- The customer is not home to let the cleaner in at the scheduled time.

### Lockout Fee

Fee Amount: The lockout fee is equal to 100% of the service cost.

Reason for Fee: This fee compensates for the loss of income for the cleaner and covers the wages we need to pay for staff during the scheduled service time.

### Avoiding Lockouts

To avoid lockout fees, please ensure:

- A key is left in the agreed-upon location before the scheduled service.
- You are home at the scheduled service time or have made arrangements for access.

## LATE CANCELLATION POLICY

### Late Cancellation Fees

To ensure fairness to our staff and other clients, Adore Chores Cleaning enforces the following late cancellation fees:

- Less than 48 hours notice: 25% of the service cost
- Less than 24 hours notice: 50% of the service cost

### Reason for Fees

These fees help compensate for the time reserved for your appointment, which could have been allocated to other clients, and cover the wages we need to pay for staff.

### Avoiding Late Cancellation Fees

To avoid these fees, please provide notice of cancellation or rescheduling at least 48 hours before your scheduled service time.

For cancellations, rescheduling or any questions regarding this policy, please contact us at:

Phone: 0490 342 389

Email: [contact@adorechorescleaning.com.au](mailto:contact@adorechorescleaning.com.au)

### PETS

We love pets! However, if you have any large or unwelcoming dogs, please ensure someone is home to watch over them or that they are restrained during cleaning as they can pose a risk to our cleaning staff.

### KEYS

If you won't be home during cleans and need us to access your property using a key, you will need to install a lockbox on-site as we're unable to hold keys due to liability and logistical issues.

Alternatively, you can just leave the key in a safe place (under the front door mat, in a boot, etc.) and let us know where it is.



# Guarantee

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WE'RE SO CONFIDENT THAT YOU'LL FALL IN LOVE WITH YOUR CLEAN THAT IF YOU AREN'T SATISFIED, WE'LL COME BACK AND RE-DO IT FOR FREE UNTIL YOU ARE OR OFFER YOU A FULL REFUND.

WE FOLLOW A CONCISE CHECKLIST AND SERVICE REGIMEN, AND WE TAKE PHOTOS OF EVERYTHING WE CLEAN TO ENSURE RESULTS AND SATISFACTION.

## Job Photos

We take photos of every room we clean for accountability purposes and in case there is confusion on what has/hasn't been cleaned.

We also like to showcase our amazing results on social media for everyone to see. If we create a before & after post or satisfying photo/video inside your home, we always make sure no personal effects are in the frame (photo frames, documents, etc.)

If you would like us to refrain from posting content from cleans we do in your home, please let us know!



# Our Services

Please note that we are not a maid service, therefore services such as laundry, folding of clothes, bedmaking, dishwashing, etc must be booked as an additional service.

## STANDARD CLEAN

Our Standard Clean package covers the essential tasks necessary to maintain a consistently clean home. We recommend scheduling a standard clean on a regular basis to ensure your home remains in top condition. While our packages are fully customisable to suit your specific needs, these offerings serve as a helpful guide for what you can expect from a standard cleaning service.

## DEEP CLEAN

Our Deep Clean package is highly recommended as an initial service to ensure your home meets a sustainable and maintainable standard. This package serves as a guideline for what can be included, though we offer customisable options tailored to your specific needs. A deep clean truly revitalises your space, restoring its sparkle and freshness!

## POST-NATAL CLEAN

Our Post-natal Clean package offers new parents the self-care they truly deserve. Fully customisable, it is the only service where we provide hourly rates. In addition to cleaning, we can assist with organising toys, sterilising bottles, and much more. This service also makes an ideal gift for someone you care about who has recently welcomed a new baby.

If you require a deep clean of your home, we recommend booking a separate Deep Clean package as these can take up a very large chunk of time.

# Our Services

See below what is included in our Standard and Deep Clean packages. These can be customised to suit your individual needs.

	STANDARD	DEEP
ALL AREAS		
FURNITURE DUSTED	✓	✓
WINDOW SILLS DUSTED AND WIPED	✗	✓
DOOR HANDLES AND KEY TOUCH POINTS DISINFECTED	✓	✓
WALL HANGINGS DUSTED	✗	✓
DOORS SPOT CLEANED	✗	✓
BLINDS DUSTED	✗	✓
VACUUM/WIPE ACCESSIBLE WINDOW TRACKS	✗	✓
DOOR FRAMES DUSTED	✗	✓
INTERIOR COBWEBS REMOVED	✓	✓
WALLS SPOT CLEANED	✗	✓
FLOORS VACUUMED/MOPPED	✓	✓
SKIRTING BOARDS DUSTED/WIPED	✗	✓
VACUUM SOFT FURNISHINGS	✗	✓
BEDROOMS		
DUST AND WIPE ALL SURFACES	✓	✓
GENERAL STRAIGHTEN UP	✓	✓

	STANDARD	DEEP
BATHROOMS		
MIRRORS CLEANED	✓	✓
SINKS CLEANED	✓	✓
VANITY CLEANED	✓	✓
CUPBOARD FACES CLEANED	✓	✓
TOILETS CLEANED	✓	✓
SHOWER AND BATHTUB CLEANED	✓	✓
TOWEL RACK DUSTED	✓	✓
SOAP DISPENSERS, TOOTHBRUSH HOLDERS, ETC CLEANED	✓	✓
RUBBISH BIN EMPTIED AND RE-LINED	✓	✓
KITCHEN		
FRIDGE EXTERIOR SPOT CLEANED	✓	✓
RANGE HOOD EXTERIOR CLEANED	✓	✓
UNDERSIDE OF RANGE HOOD CLEANED	✗	✓
SPLASHBACK CLEANED	✓	✓
COOKTOP CLEANED AND POLISHED	✓	✓
OVEN EXTERIOR CLEANED	✓	✓
DISHWASHER EXTERIOR CLEANED	✓	✓
MICROWAVE EXTERIOR CLEANED	✓	✓
MICROWAVE INTERIOR CLEANED	✗	✓
SINK CLEANED AND POLISHED	✓	✓
SINK WINDOW CLEANED INSIDE	✓	✓
RUBBISH BIN EMPTIED AND RE-LINED	✓	✓
BENCHTOPS CLEANED	✓	✓
CUPBOARD FACES CLEANED	✓	✓

	STANDARD	DEEP
LIVING AREAS		
GENERAL STRAIGHTEN-UP	✓	✓
MIRRORS CLEANED	✓	✓
COFFEE TABLES CLEANED	✓	✓
COUCH VACUUMED	✗	✓
OFFICE / STUDY		
DESKS WIPED DOWN	✓	✓
LAUNDRY		
APPLIANCE EXTERIORS CLEANED	✓	✓
BENCH CLEANED	✓	✓
CUPBOARD FACES CLEANED	✓	✓
SINK CLEANED	✓	✓
ADDITIONAL SERVICES		
DISHWASHER EMPTIED AND RE-STACKED	\$25	
DISHES HAND WASHED	\$40	
FRIDGE INTERIOR (NOT INCL. FREEZER) CLEANED	\$40	
INSIDE WINDOWS CLEANED (MUST BE ACCESSIBLE AND NOT BLOCKED BY FLY SCREENS)	\$75 + DEPENDING ON SIZE OF HOME	
PRE-WASHED WASHING FOLDED	\$40	
BEDS MADE	\$15 PER BED	

# FAQ's

Do you use your own products and equipment?

Yes. We use our own high-quality, non-toxic and eco-friendly products and equipment. We also use freshly machine-washed cloths and mop heads in every clean to ensure maximum hygiene.

Will I always have the same cleaner?

Adore Chores Cleaning is currently a one-person cleaning business, therefore all cleans are completed by the owner, Emily.

Are you police checked and insured?

Yes, we are police checked and fully insured, covered by our \$10,000,000 public liability insurance.

Do you use any harsh chemicals?

No! We are passionate about using non-toxic, gentle and eco-friendly products to ensure we not only provide you with a clean home, but also a non-toxic, healthy one that you and your family can thrive in.

# Refer someone and get FREE cleans!

KNOW A FRIEND OR FAMILY MEMBER  
WHO MIGHT WANT THEIR HOUSE  
CLEANED TOO? LET THEM KNOW ABOUT  
US AND YOU'LL GET YOUR NEXT CLEAN  
FOR FREE IF THEY BOOK A REGULAR  
WEEKLY OR FORTNIGHTLY SERVICE.

KEEP AN EYE OUT IN FACEBOOK GROUPS  
TOO. IF YOU EVER SEE ANYONE ASKING  
FOR CLEANER RECOMMENDATIONS,  
NAMEDROP US AND TELL THEM TO SAY  
YOU SENT THEM!