

BK Elite Clean.

Prompt. Precsion. Perfection.

TERMS AND CONDITIONS

1. Service Scope

- BK Elite clean provides residential, commercial, and construction cleaning services, including but not limited to domestic homes, new builds and post-construction cleans, offices, shops and retail spaces.
- Client has received detailed information on what services will be provided within the clean service they have chosen.
- Optional add-ons have been discussed and services to be provided will be confirmed in writing or verbally.

2. Access to Property

- Client must provide safe, unimpeded access to the property on the scheduled date and time.
- If entry is delayed or denied, a call-out fee may apply.

3. Pricing & Payment Terms

- Price will be quoted before the clean is initiated this will be confirmed in writing or verbally.
- Payment is required either at the commencement of the service or by the due date specified on the invoice
- Accepted payment methods include cash, bank transfer, invoice, credit card and Afterpay.

BK Elite Clean: ABN 27 809 308 093

CommBank BSB: 067-873 Acc: 1722 2359

4. Deposit, Cancellations & Rescheduling

- Once a quote has been accepted a \$100.00 non-refundable deposit is required to secure the booking.
- Requests to reschedule or cancel a service must be made at least 24 hours prior to the scheduled appointment time
- A cancellation fee of \$200.00 will be applied to cancellations made with less than 24-hour's notice.

5. Satisfaction Guarantee / Complaints

- If you are dissatisfied with any part of the service, please notify us within 24 hours of completion so we can assess the issue and, where appropriate, take steps to resolve it.

6. Damage & Liability

- BK Elite Clean will take reasonable care but is not liable for:

Pre-existing damage or wear and tear.

Fragile items not disclosed in advance.

Accidental damage that may occur

7. Health & Safety

- Team will not clean bodily fluids, Mold infestations or hazardous materials unless agreed upon in writing
- Workspaces must be safe and free from obstructions.
- Services may be refused or cancelled if cleaners are put at risk.

9. Privacy & Confidentiality

- All client information is treated as strictly confidential and will not be disclosed to any third party without prior consent, except where disclosure is required by law.

I, the undersigned, confirm that I have read, understood, and agree to the above Terms and Conditions. I understand that by signing below, I enter into a service agreement with BK Elite Clean.

Name:

Date:

Signature: