

Terms & Conditions — Clean Moments Housekeeping

Effective From September 2026

SECTION 1 — GENERAL TERMS & ACKNOWLEDGEMENT

- 1.1 These Terms & Conditions form part of the Service Agreement between the client and Clean Moments Housekeeping and apply to all services provided.
- 1.2 Clean Moments Housekeeping may update these Terms & Conditions from time to time. Updated terms will apply to future services and will be provided in writing. The current version is also available on the Clean Moments Housekeeping website.
- 1.3 By booking, accepting, or continuing services after receiving these Terms & Conditions, the client acknowledges and accepts them.

SECTION 2 — SERVICES & SERVICE AGREEMENTS

- 2.1 Services are provided according to the agreed Service Agreement, including the service scope, inclusions and service frequency. Service allocation may vary depending on the condition of the home and the requirements of the agreed service.
- 2.2 Clean Moments Housekeeping operates on an outcome-based service model. Services are structured around agreed outcomes and standards rather than specific time allocations for individual tasks.
- 2.3 Clean Moments Housekeeping prioritises the agreed service scope to ensure core cleaning tasks are completed to the expected standard. Requests outside the agreed scope are additional services and must be discussed and agreed before completion.
- 2.4 An **Initial Clean is required before commencing a new ongoing service**. The Initial Clean establishes the starting condition of the home so the ongoing service can be maintained according to the agreed Service Agreement.
- 2.5 **Once-off services** are standalone services provided according to the agreed service scope and inclusions. Booking a once-off service does not create an ongoing service arrangement.
- 2.6 **Detailed Bathroom Refresh and Detailed Kitchen Refresh services** are standalone service options and do not replace an Initial Clean where a client later chooses to commence an ongoing service.
- 2.7 Where a client chooses to commence an ongoing service following a once-off whole-home clean, the ongoing service must be arranged **within 14 days of the completed once-off service**. An Initial Clean may still be required where the condition or service requirements of the home warrant one.

SECTION 4 — FEES, INVOICING & PAYMENT

- 3.1 Service Fees reflect the agreed service outcomes rather than time spent in the home. Fees are tailored to the home, agreed service plan, size, layout, condition and service requirements.
- 3.2 Where the condition of the home, access arrangements or service requirements differ from the information provided at booking, Clean Moments Housekeeping reserves the right to amend the service plan, revise the Service Fee or postpone the service.
- 3.3 Service Fees may be reviewed periodically. Any changes will be communicated in writing and will apply to services scheduled after the applicable notice period.
- 3.4 Invoices are issued at the commencement of the scheduled service and are due by **6:00pm on the day of service**.
- 3.5 Invoices remaining unpaid 24 hours after the due date will incur a **\$15 overdue fee**. A further **\$15 overdue fee** may apply after 48 hours. Future services may be suspended until outstanding balances are paid in full.
- 3.6 Raising a query regarding an invoice does not automatically suspend the payment obligation unless otherwise agreed in writing.
- 3.7 Promotional once-off services require a **non-refundable booking deposit** to secure the scheduled service. The deposit is deducted from the total Service Fee for that booking.
- 3.8 Promotional discounts or reduced Service Fees apply to the advertised **base service only**. Add-ons and additional services are priced separately unless specifically included in the promotion.

SECTION 4 — CANCELLATIONS & RESCHEDULING

- 4.1 For regular ongoing clients, scheduled services are reserved exclusively for the client's home.
- 4.2 Clients are asked to provide at least **24 hours' notice** for cancellations or rescheduling. Where less than 24 hours' notice is provided, a **\$50 cancellation fee** will apply to the affected booking.
- 4.3 If Clean Moments Housekeeping arrives at the property and the service cannot proceed due to cancellation upon arrival, inability to access the property, the service being declined, or circumstances not previously communicated, **50% of the scheduled Service Fee** will apply.
- 4.4 Clients are asked to provide as much notice as possible for planned holidays, extended absences or temporary breaks from an ongoing service. Where possible, **at least two weeks' notice** is appreciated for planned absences of one week or longer.

SECTION 5 — BUSINESS CLOSURES & SERVICE INTERRUPTIONS

- 5.1 Clean Moments Housekeeping does not ordinarily operate on public holidays. Services scheduled on a public holiday will be skipped and resume at the next scheduled service unless otherwise agreed.
- 5.2 Clean Moments Housekeeping may close or modify operating hours during planned business closures, including annual leave or school holiday periods. Clients will be given reasonable notice where possible.
- 5.3 Services may be delayed, postponed, modified or missed where circumstances outside Clean Moments Housekeeping's reasonable control affect service delivery, safety or access to the property. This may include severe weather, flooding, extreme heat, road closures, power outages, illness or other unforeseen circumstances.
- 5.4 Where Clean Moments Housekeeping is unable to provide a service due to illness or another circumstance affecting the operator, clients will be notified as soon as reasonably possible. As a solo business with a set schedule, affected services may be missed rather than rescheduled. The next scheduled service will continue as planned unless otherwise agreed.

Terms & Conditions — Clean Moments Housekeeping

Effective From September 2026

SECTION 6 — ILLNESS POLICY

6.1 Clients must notify Clean Moments Housekeeping as soon as reasonably possible if anyone in the household has a contagious or infectious illness, or has recently been exposed to one. This includes illnesses such as influenza, COVID-19, gastroenteritis, RSV, hand-foot-and-mouth disease, whooping cough, chickenpox or similar conditions.

6.2 Services will not proceed where a contagious or infectious illness is currently present in the household. Where a household member has recently recovered from an infectious illness or has had a known recent exposure, Clean Moments Housekeeping may require the service to be postponed or missed depending on the circumstances and risk of transmission.

6.3 Where illness or relevant exposure is not disclosed before the scheduled service and the service cannot reasonably proceed upon arrival, the applicable cancellation fee will apply in accordance with the Cancellations Policy.

6.4 Where illness or exposure is disclosed with sufficient notice, the affected service will be missed and the next scheduled service will continue as planned. Alternative appointments are not guaranteed.

SECTION 7 — PROPERTY ACCESS & PREPARATION

7.1 Safe and reliable access to the property must be available at the scheduled service time, including any agreed keys, gate codes, alarms or other access arrangements.

7.2 If access cannot be gained within fifteen (15) minutes of arrival and reasonable attempts to contact the client are unsuccessful, the service will be treated as a cancellation upon arrival and 50% of the scheduled Service Fee will apply in accordance with the Cancellations Policy.

7.3 Clients are responsible for ensuring the home has running water, electricity and safe access to the areas included in the agreed service. Areas that are unsafe, inaccessible, excessively cluttered or unsuitable for cleaning may be excluded from the service.

7.4 Clients are encouraged to clear surfaces, personal belongings and other items before the scheduled service. Rooms with doors closed at the time of service will be considered excluded from that visit unless otherwise arranged.

7.5 Tidying and household tasks such as home resetting, toy tidying, bed-making and laundry assistance are not included in standard cleaning unless specifically included as an add-on within the agreed Service Plan.

7.6 Clean Moments Housekeeping does not move heavy furniture, large household items or heavy appliances. Where cleaning behind or underneath an item is required, the area should be made accessible before the service. Lightweight items may be moved where reasonably necessary for cleaning.

7.7 Cleaning is completed within safe, reachable areas using standard household equipment. Ladders, specialised access equipment or work requiring unsafe access will not be undertaken unless otherwise agreed.

SECTION 8 — CLEANING PRODUCTS & SURFACE CARE

8.1 Clean Moments Housekeeping provides the equipment, tools and cleaning products required to complete the agreed service. Client-supplied products or equipment will only be used where agreed in advance and at the discretion of Clean Moments Housekeeping.

8.2 Clients should advise Clean Moments Housekeeping of any delicate, specialty or sensitive surfaces before the service.

8.3 Clients are asked to provide a traditional bristle toilet brush for each bathroom. Silicone toilet brushes are not suitable for achieving the cleaning standard expected as part of the service.

SECTION 9 — SERVICE CONDITIONS, OUTCOMES & PROPERTY CARE

9.1 Clean Moments Housekeeping provides maintenance-based cleaning services. While every effort is made to achieve the best possible result, some staining, build-up, mould, etching or surface deterioration may not be fully removable through standard cleaning. Some conditions may require specialised treatment, restoration or additional services.

9.2 Services are designed to maintain the overall cleanliness and presentation of the home rather than restore areas requiring intensive, corrective or specialised cleaning. Results may vary depending on the condition of the home, agreed service scope and areas requiring additional attention.

9.3 Clients should advise Clean Moments Housekeeping of any delicate, valuable, sentimental, fragile or sensitive items requiring special care.

9.4 Clean Moments Housekeeping is not responsible for pre-existing damage, deterioration, normal wear and tear, age-related failure, or items that are fragile, unstable, defective or improperly secured. Cleaning may reveal existing wear, deterioration, staining or damage that was not previously visible.

9.5 If accidental damage occurs during a service, the client will be notified as soon as reasonably practical. Any concerns regarding accidental damage should be raised within twenty-four (24) hours of the service.

SECTION 10 — SAFETY, CONDUCT & SERVICE EXCLUSIONS

10.1 Clean Moments Housekeeping reserves the right to decline, modify, pause or discontinue a service where conditions are unsafe, hostile, disrespectful, unsanitary or otherwise unsuitable for professional cleaning.

10.2 This may include excessive clutter, biohazards, human waste, blood, vomit, sharps, hazardous substances, pest infestations, mould requiring specialised treatment, or aggressive or inappropriate behaviour. Pet-related conditions are addressed separately in the Pets section.

10.3 Clients are responsible for ensuring these conditions are addressed before the scheduled service.

10.4 Where a service cannot proceed due to these conditions, the applicable Service Fee or cancellation fee may remain payable in accordance with the Cancellations Policy.

Terms & Conditions - Clean Moments Housekeeping

Effective From September 2026

SECTION 12 — PETS

12.1 Pets are welcome in the home. Clients remain responsible for the safe management of their pets during the service, including securing pets where necessary.

12.2 Clean Moments Housekeeping is not responsible for pets that escape during entry to or exit from the property.

12.3 If a pet creates an unsafe, disruptive, or aggressive environment, the service may be modified, paused, or discontinued. Where the service cannot proceed, the scheduled Service Fee may remain payable in accordance with the Cancellation Policy.

12.4 Routine pet waste, litter trays, and ongoing pet-related cleaning are not included in the standard service. Clients are responsible for managing these before and after the service. Small isolated accidents that occur during a visit may be addressed where it is safe and reasonable to do so.

12.5 Homes with pets may require additional service allocation due to pet hair and associated cleaning needs. While reasonable care is taken to remove accessible pet hair, complete removal cannot be guaranteed from carpets, rugs, upholstery, fabrics, or textured surfaces.

SECTION 13 — PRIVACY, PHOTOGRAPHY & CONFIDENTIALITY

13.1 Information about your home, schedule, and personal circumstances will be treated confidentially and will not be shared without your consent, unless required by law.

13.2 Photos may be taken during or after a service for quality assurance, service records, or to document completed work where appropriate.

13.3 With your permission, photos showing cleaning results may be used for marketing, including on the Clean Moments Housekeeping website and social media. Personal belongings, identifying information, and people will not be intentionally included.

13.4 Clients may withdraw permission for marketing photography at any time by notifying Clean Moments Housekeeping.

SECTION 15 — SERVICE SATISFACTION & FEEDBACK

15.1 If you have a concern about a completed service, please contact Clean Moments Housekeeping within twenty-four (24) hours so the matter can be reviewed promptly.

15.2 Where a service concern is raised, Clean Moments Housekeeping may offer a reasonable opportunity to review or rectify the relevant area where appropriate.

15.3 Completed services are not refundable. This does not limit any rights or remedies available to the client under the Australian Consumer Law.

15.4 Honest feedback is welcome. Clients are encouraged to raise concerns directly with Clean Moments Housekeeping so they can be reviewed and addressed appropriately.

SECTION 16 — ENDING ONGOING SERVICES

16.1 Clients may end their ongoing service at any time. Fourteen (14) days' notice is appreciated where possible to allow for scheduling adjustments.

16.2 Services completed during any notice period remain payable in accordance with the agreed Service Plan.

16.3 Clean Moments Housekeeping may suspend or discontinue an ongoing service where there are ongoing concerns relating to payment, access, safety, conduct, repeated breaches of these Terms & Conditions, or unreasonable service expectations.

16.4 Where possible, reasonable notice will be provided. Services may be discontinued immediately where serious safety, conduct, or payment concerns arise.

16.5 Any outstanding invoices or fees remain payable following the end of the service.



Australian Consumer Law

Nothing in these Terms & Conditions excludes, restricts, or modifies any rights, remedies, guarantees, or warranties that cannot be excluded under the Australian Consumer Law or any other applicable legislation.