

Terms & Conditions

COMMENCING SERVICE WITH US MEANS YOU AGREE TO THE TERMS & CONDITIONS STATED.

● PAYMENT

Invoices are sent via email on the day of clean or within a day with multiple payment options available. Invoices are to be paid by the due date which is **3 days** after your service. Outstanding invoice reminders will be sent. If no action is taken a **\$15 late fee** will be automatically applied & we hold the right to cancel your service to avoid further debt.

● RATES

Our hourly rate is per cleaner. As we discuss hours of cleaning, it will always be in total. You should expect your ongoing clean hours to remain the same although time spend at your home may differ depending on the number of cleaners attending. Hourly only applies to Premium Full Service cleans.

● CANCELLATION

Clients cleans are booked in on a continuous and ongoing basis. Clients are expected to remember the day and frequency of their clean. Client will receive an SMS reminder of their clean 24 hours prior. A cancellation fee applies if client is continuously cancelling cleans within 48 hours of scheduled clean start time. The fee is \$100 or 50% of expected invoice. Whichever is less.

● CLIENT OBLIGATION

There is a few things we expect when attending properties. We please ask clients to have their property ready to be cleaned. Simply removing items in which they don't belong, such as clutter on bench tops or clothing on the floor. We accept the small clean up but can't perform efficiently when entire work spaces are covered with rubbish & dishes etc. It is understood by clients that cleans may not possibly be performed at the highest standard if families are inside and in the way of our workspace. We understand that life gets in the way sometimes and we will work to the best of our ability but we cannot accept any complaints of poor performance if the home is being used to a certain extent while we are cleaning. We respectfully ask that clients refrain from taking showers while we are still working to avoid any alarming walk ins. It very important that we feel safe within clients home. We do not tolerate any disrespect or unacceptable behaviour towards staff. We reserve the right to cancel service without notice if staff are mistreated.

● COMMUNICATION

Clear communication is a priority at Dream Clean Services. If a client wishes for extra services or is noticing something that is not up to our standard, please gently reach out so any tasks can be added or issues can be solved gracefully. Communication of all aspects is highly valued so please, if anything changes with accessing your home or any unique cleaning tasks need discussing, don't hesitate to contact us.

● COMPLAINTS / ACCIDENTS

If you are displeased with your clean, photo evidence will be asked for. Reasonable complaints may be offered a second visit free of charge to rectify possible poor work performed. Please understand there is only a short time frame to make any allegations as we don't take responsibility of mess caused by possible dust fallings, pet or persons activity after our service. In the unlikely event you have reason to believe that something has been damaged in the process of our service, please contact us within 24 hours of your clean to reach a conclusion. If an accident happens causing minor damage to any items / possessions you will be notified by a member of staff at the time or will be contacted about this. Replacement or compensation for damaged items are offered. Our insurance company can be contacted if that is the necessary action needed.

- **PROPERTY ACCESS**

We pride ourselves on being trustworthy and reliable cleaners. We wish for clients to feel safe and comfortable with us accessing their home. The way we access clients home is up to their discretion. Client may have us keep a spare key, let us know a location of key at the property, give us access to key codes or simply leave door unlocked for us and we will lock it on the way out. If we attend a property and are unable to access and client is deemed unreachable via mobile, we may leave and cancel/reschedule your clean after waiting at least 15 minutes at the property to hear back. Lockout fee *may* apply.

- **BIO HAZARDS / OH&S**

We are fully insured for domestic cleaning, we are not trained or protected for biohazardous cleaning. We must protect the safety of our staff. Falling under the client obligation it is also to be made known that we are not responsible for cleaning up anything we deem as a hazard and jeopardies our health and safety. The following may be left untouched if in our way. Faeces, bodily fluids, sharps, sanitary items etc.

- **PHOTOGRAPHY / SOCIAL MEDIA**

Social media is how we market Dream Clean Services. We use platforms such as Instagram and Facebook to advertise our work. Clients agree to photographs and videos being taken of their properties for the purpose of presenting our work on social media and website. We attend all homes with confidentiality in mind and understand the rights of our clients. No images will be taken that are deemed personal to the client. At the time of commencing service clients have the right to request that their home does not get posted on any platforms. Although images may still be taken of our work for proof of completion in some occasions and wouldn't be posted.

- **INITIAL CLEAN**

We always perform an initial deep clean when commencing service with us to ensure that the property is up to a maintenance standard and it is possible for us to stay within the allocated regular clean time frame each visit. We have an additional document titled 'THE INITIAL CLEAN' that explains further in depth what this clean involves and what to expect on your invoice. This clean will take longer than the original quote for regular clean and that is understood by clients when commencing service.

- **QUOTES / REFUNDS**

Quotes for unseen property is an estimated guide only and is subject to change on inspection or attending the initial clean. Reason for this can include heavily soiled areas of the property and additional tasks need doing that have been unmentioned during time of quote. We offer time caps for the initial cleans to stay within budget but client is made aware that if the time is deemed insufficient by us, task may go missed and added to the following clean. We under no circumstances offer refunds.

- **ADDITIONAL INFORMATION**

We are a fully insured business and all staff pass a police check and undergo sufficient training before added into invoiced hours.

If you have any questions please don't hesitate to contact us.

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DREAM CLEAN
SERVICES
