
TERMS & CONDITIONS

Invoices

Invoices are sent via email on the day of clean or within a day.

Invoices are to be paid by the due date which is **7 days** after clean. A **\$6 late fee** will be applied each day the payment is late unless discussed otherwise.

Rates

Deep clean rates do not apply to regular clients. Added hours for deep clean remain at \$75 p/hour. In the event a regular client is in need of a sale or end of lease, rates will apply.

Cancellation fee

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.

Hourly rate with multiple cleaners

Please understand the hourly rate is per cleaner.

As we discuss hours of cleaning, it will always be in total. If you have a regular 3 hour clean, this means it would take 2 cleaners 1.5 hours.

Linen

We offer the changing of bed linen at no extra cost. This is an add on that should be consistent with the clean.

We do not take clients linen away to be cleaned, linen is placed in clients laundry.

Additional time taken for this task each clean is added to clients total hours.

What we expect

We please ask clients to have their property ready to be cleaned.

Simply removing items in which they don't belong such as bench tops or clothing on the floor.

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.

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 key, let us know a location of key on property or simply leave door unlocked for us and we will lock it on the way out.

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

erica@dreamcleanservices.com.au

0493 284 764

DREAM CLEAN
SERVICES