

## **Frans Professional Cleaning Terms and Conditions 2023 v3**

### **Our Service**

We are a fully registered and professional business. Our current Business registration is valid until January 2026.

We have indemnity insurance up to 5 million Dollars to protect you from any damage to your property brought about by our negligence.

We are Fully (Triple) Vaccinated

We have current National Police and Working with children checks.

### **We offer a Satisfaction Guarantee.**

This means if you are not happy with some aspect of our clean then we agree to come back and fix the issue within 48 hours.

We are currently a GST registered business. This means 10 percent of what you pay us will go periodically to the Government.

At present we are a small Husband and wife team, however in the future this may change. Rest assured when the time comes, we will have cleaners who are trained in the way we clean your home and who have the same sort of passion and dedication to our customers as we do.

### **Cleaning Schedule**

The day you choose for your regular cleans will remain the same but the time of each clean may vary according to changing scheduling needs to keep our business running smoothly and effectively.

We will send you an email the day prior to each clean to give you an approximate time of our arrival.

We stick strictly to the clean that you agree to on your quote that has been accepted. Any additional requests for cleaning different areas of the home that are not listed on your quote will come with an additional charge.

Our prices are not determined by an hourly rate but more so a fixed rate. This protects both our business and you as the client, as there are no extra charges for you should we chose to work slower.

We have 2 cleaners to complete the job for timeliness, efficiency, and security reasons.

We take care when cleaning in your home as we would do in our own home.

For the best and most efficient and timely clean possible, be sure to keep all areas for clean free of obstructions. **Things like toys and items of clothing should be off the floor and for kitchen benches be clear.**

If you have any special needs around our cleaning, please let us know e.g. If you have stone benchtops, we can use a specific non harmful chemical for stone.

We should have clear access to park our vehicle as close to your front door as possible as we have much cleaning products and equipment to bring in.

### **Moving Furniture**

Due to OH&S (Occupational Health and Safety) we don't move furniture such as lounges, tables, Fridges and so on. This is also to protect us from accidentally damaging your floors as furniture is moved.

We have no problem if you move the items out, we will be happy to clean that area.

### **Pets**

Please ensure your pets are in a safe place and out of the way as we have much equipment and products to bring inside your home.

We can not take responsibility for any pets that are hurt, scared, or escape the home.

**Please note that we don't clean up your animal's mess.** Any urine or droppings should be cleaned prior to our arrival.

### **Equipment and Products**

We supply all our own equipment and products as part of our service. We will never ask or expect you to provide anything!

We use the best chemicals and equipment available for cleaning your home and we take great pride and satisfaction with our work.

We also have an option for Eco friendly Chemicals upon request.

## **Payment for Services**

If you are given a cash only price, then cash must be paid upfront on the day of the clean. If no one will be home at the time of the clean but we still have access to your home, then cash may be left on the kitchen bench.

If the agreement has been for you to pay via bank deposit, then the payment should be made at a minimum of 48 hours prior to the clean to allow time for your payment to reach our bank account.

We reserve the right for periodic increases to keep up with increases in running our business. We only do this when necessary and will advise you in writing via email with a new quote that you can accept or decline.

Please note we **do not offer a credit facility** so please don't ask as refusal can often offend.

For end of lease clean payments please refer to our end of lease cleans section.

## **Late Payment Fees**

We reserve the right to charge a late payment fee of \$50 if payment isn't made in full within 48 hours of the clean. If after this time the payment and late fee remain unpaid, we reserve the right to cancel all future cleans.

## **Skipping Cleans / Holidays / Sickness**

We take a total of 4 weeks off for holiday time per year. We break it into 2 breaks per year each for two weeks. This means for most people (fortnightly cleans) we will only miss one clean in that fortnight. We will notify you a minimum of 1 month in advance.

To be fair we allow the same for clients where they can skip 2 cleans (4 for weekly customers) per year without any penalty. Beyond that we have a two-strike rule that means if you skip or cancel on two other occasions, we have the right to cancel all future service to your home.

**Remember, we have a business to run and if someone is cancelling regularly that means we lose out on income that another more reliable customer could be giving us.**

If you wish to skip your 2 cleans per year, please give us as much notice as possible, as this allows us time to find a one off clean to fit in that spot.

We understand that from time to time you or a family member may get sick with an infectious virus. In these circumstances we can waive any penalty fee and it won't count as a strike against you. We just ask to let us know in advance if possible.

We will offer you the same courtesy if / when we are sick.

### **Entry to your home**

We must have access to enter your home at the time of each clean. We will give you a rough estimated time via email the day prior to your clean.

You can choose to be home when we arrive to let us in, leave a key for us in a safe spot or to give us a spare key or code for access to your door.

It is best for us to clean with no one home (for safety and efficiency reasons), so we ask that, if possible, everyone is out of the home for the short time it will take. This allows us to fully focus on giving you the best clean possible.

Again, please ensure all pets are securely out of the way so they can't escape as we bring in our equipment.

We take no responsibility for pets that are not secure.

### **End of Lease Cleans**

We use 2 or 3 cleaners for end of lease cleans. To do the job properly (so your real estate agent is happy) it can take us anywhere from 1 day to 2 days to complete (7 to 14 hours), depending on the size and condition of the home.

Please note all items must be completely removed from the house for us to do a proper clean.

We set aside weekends for such jobs and require full access to the home for up to two days, including all keys to doors and windows.

Payment can be made via cash on the morning of the clean or paid via bank deposit 72 hours prior to the clean.

At our discretion we may ask for 50% paid in advance to hold your spot (non-refundable) and the remainder on the morning of the clean via cash or bank deposit 72 hours prior to the day of the clean.

### **Contact Information**

We can assure you that your contact information is treated with the upmost respect and privacy. We will never divulge your information to a third party.

Any customer keys are kept in a secure lockbox in our office with no way of identifying your key with your address.

For us to run our business smoothly we need your current phone number and email address.

Our computer is locked and has Norton 230 Premium antivirus security.

### **Penalty Fees**

If we arrive at the designated time but are unable to access your home, then we reserve the right to charge 50% of the usual fee to help cover petrol and loss of income for that spot which could have been filled by someone else if appropriate notice was given.

### **Cancelling your Service**

If you decide for whatever reason you wish to cease your service all together, we require a minimum of 2 weeks' notice, and likewise we agree if we cancel your service to give you a minimum of 2 weeks' notice.

The time may be less if agreed to by both parties (No reason or explanation is needed by either party).

### **Other Information**

Frans Professional Cleaning reserve the rights to alter or cancel our agreement (quote) at any time via email or in person.

If we deem the residence or surrounds to be unsafe, we may refuse the clean or stop working at that premises.

Any personal threats of harm or abuse will be reported to the police to act upon with the full force of the law. We seek to provide a happy and safe environment for all our staff members.

We appreciate your business and support and are happy to discuss any questions you may have.

Kind regards,  
Peter and Fran