

# TERMS AND CONDITIONS



- One off cleans require a 50% deposit prior to booking being confirmed. If your booking is within 48 hours please email us a screenshot of payment so this can be checked off as confirmation in case funds do not clear in time.
- A service fee of \$35 is required for all booking to cover administration costs.
- If, on arrival, we deem the condition of the house to require more intense cleaning due to heavily soiled areas we will endeavour to contact you to discuss options on how to proceed. Further hours required can be verbally agreed, as a new contract, and will be invoiced separately for this work.
- Please secure all dogs so that the cleaners do not frighten them with the equipment and noise.
- For health and safety reasons we cannot clean above our step ladder height of 1.5 metres from the ground.
- We are unable to offer credit as we pay staff weekly. We kindly request that payment is received no later than the day of your booked clean. Payments that fall behind may lead to suspension/cancellation of service. Debt collection costs payable by client.
- Your cleaner may on occasion bring another team member/trainee to help with the cleaning of your home. Please advise if this is not agreeable.
- Mould (shower mould exception), fungus, illegal substance residue, bodily fluids will not be cleaned. Please ensure these have been removed prior to the booking.
- We require 1 business days' notice to cancel an appointment without penalty. There will be a 50% cancellation fee for cleans cancelled with less than 24 hours' notice. This also applies to lockouts; meaning that we are not able to access the home on the scheduled day.
- Please "pick up" as much as possible in areas you would like us to clean. This will allow us to complete the clean you requested without incurring time penalties and let us focus on detail and quality for you. To avoid possible breakage we will not clean heavily cluttered areas (shelving, countertops, etc).
- If you are dissatisfied with your clean, please contact management so the problem can be rectified immediately. We are always open to feedback and constructive advice.
- If you have workmen, trades people, moving company staff working on the same day as your booking please allow a margin of extended time as often we are held up by these incidents.
- Please disclose any asbestos, hazardous materials, pest residue or chemicals that are present, or have been present in the home.
- Accurately describing your home along with marking the priorities for the clean will help us ensure to we complete the job to your satisfaction. The more information we have, the better.
- Use of the steam cleaner and cleaning products is at the clients risk and liability. Tests patches are always conducted prior to commencing to avoid discoloration or damage and an alternative and appropriate method will be employed.
- Molly's reserves the right to decline a job on arrival if the booking has been misrepresented by the client. Deposits, minus costs, will be refunded.
- If a home is deemed unsafe for the cleaners due to hygiene or physical safety the booking may be cancelled and any deposit, minus costs, will be refunded.
- Steam cleaning is not suitable for wallpaper or chalk based/low quality painted areas. A test patch will be done prior at the clients liability.

**Thank you for choosing Molly's Cleaning Services**