

Dust & Declutter – Terms & Conditions

1. Payment

- Any payment via cash is due at the end of the clean.
 - Any payment via bank transfer is due within 2 weeks of the clean, or before your next clean if weekly.
 - Late payments will incur a \$15 per day fee.
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2. Cancellations

- Please provide at least 24 hours notice to cancel.
 - Cancellations with less than 24 hours notice will incur a 50% service fee.
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3. Supplies

- We provide our own cleaning supplies.
 - If you prefer specific products, please notify us in advance and place them ready for our arrival.
 - For high or hard-to-reach areas (tall shower screens, cabinets), please provide a ladder or step.
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4. Satisfaction Guarantee

- Not satisfied? Contact us within 24 hours and we'll arrange to come back at no extra charge.
 - Refunds are not provided.
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5. Biohazard

- We do not clean biohazards (blood, vomit, faeces, etc.)
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6. Additional Work Identified During the Clean

- If we identify additional work that falls outside the agreed service, we will confirm the cost with you **before proceeding**.
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7. Price Reviews and Updates

- Our standard service rates are reviewed **periodically** to reflect changes in costs.
 - Any rate changes will be communicated to clients **at least 14 days in advance**.
 - Existing bookings will be honoured at the original rate unless agreed otherwise.
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8. Media

- We may take photos or videos of our work for marketing purposes.
 - No personal or identifiable items will be shown.
 - Please let us know **before the service** if you do not wish us to take any photos or videos of your property.
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9. Subcontractors & Training

- From time to time, Dust&Declutter may engage carefully selected subcontractors to complete your service.
 - All subcontractors operate independently and are responsible for their own equipment and insurance.
 - We ensure any subcontractor we use upholds the same standards of care, professionalism, and respect that we do.
 - From time to time to time, Dust & Declutter may also have services completed by employees or team members, including training for new employees or supervised work.
 - All employees operate under Dust & Declutter's systems and procedures and use company-approved equipment and products.
 - We ensure any employee involved in training upholds the same standards of care, professionalism, and respect that we do.
 - Your agreed service inclusions, schedule, and pricing remain the same regardless of whether the service is performed by the business owner, employee, a subcontractor, or as part of employee training.
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10. Termination

- Either party may end ongoing services at any time with **14 days' notice in writing** (text or email is sufficient).
- We may terminate services immediately if:
 - There are repeated late payments
 - Unsafe or unsanitary conditions are present

- Abusive or disrespectful behaviour occurs
- Access to the property is not provided as agreed
- Any outstanding invoices must be paid in full before the termination date.

11. Furniture Cleaning & Movement

- We can clean under furniture; however, our insurance does not cover moving heavy or bulky items.
Clients must:
 - Request in advance if they want furniture moved, and
 - Move the furniture themselves.
 - Cleaning is otherwise performed around accessible areas only.
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12. Home Improvement Changes

- Any extensions, renovations, or structural changes may affect our ability to perform the service.
Clients must:
 - Notify us of such changes in advance, so we can advise on service limitations or necessary adjustments.
 - Changes to the home may also affect pricing, as additional or modified spaces may require more time or resources to clean.
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13. Changes Within the Home

- Clients must inform us of changes in household composition or circumstances that could impact cleaning, including, but not limited to:
- New pets
- A new baby
- Someone moving in or out
- These changes may affect the scope of cleaning services, required equipment, or scheduling.