

Dust&Declutter – Terms & Conditions

Welcome

Welcome to Dust & Declutter.

We're here to make your home feel clean, and easy to maintain. These terms are in place to keep things clear and running smoothly for us all.

By booking a service, you're agreeing to the below. If anything feels unclear, just reach out—we're always happy to chat.

Our Approach

We don't work to the clock—we work to a standard.

Each service is based on what your home needs to reach and maintain a high level of cleanliness. This allows us to be thorough, consistent, and detail-focused.

If something comes up during a clean that falls outside what was originally agreed, we'll always check with you before going ahead.

Payments

We like to keep things simple:

- **Cash:** Cash is due at the end of your clean
- **Bank Transfers:** Bank transfer is due within 14 days (or before your next clean if you're weekly)
- **Automatic Payments (Stripe):** Clients who have opted into our Automatic Payment Service authorise Dust&Declutter to securely process payment using their nominated payment method after each completed cleaning service. Payment details are securely stored and processed by Stripe. Dust&Declutter does not store or have access to your card details. An email receipt will be issued following each successful payment.

Late payments incur a \$15 per day fee. If payments fall behind, we may pause or cancel future services until everything is up to date.

Cancellations

We understand that life happens. We kindly ask for at least **72 hours' notice** if you need to cancel or reschedule your cleaning service. This gives us the best opportunity to offer your appointment to another client.

Cancellations or rescheduling requests made **within 48 hours** of your scheduled service will incur a **50% cancellation fee**.

Same-day cancellations may incur the **full service fee**.

Repeated late cancellations or rescheduling may result in future bookings being declined.

Arrival Times & Access

Cleaning appointment times provided by Dust&Declutter are **estimated arrival times only** and are not guaranteed start times.

Arrival Time: We aim to arrive as close as possible to your scheduled appointment time. As the day progresses, traffic and the duration of earlier appointments can affect our arrival time. Please allow **up to 30 minutes** either side of your scheduled time for first appointments, and **up to 90 minutes** either side for all other appointments.

Dust&Declutter will endeavour to arrive within the estimated timeframe provided.

Clients may be required to provide access to the property prior to the scheduled cleaning time. Where required, this will be communicated in advance.

To ensure your scheduled cleaning service can be completed as planned, clients are responsible for ensuring access is available at the agreed time.

Before We Arrive

To get the best result, we ask that your home is ready for cleaning, not tidying (unless a Full Home Reset or Premium Home Care has been booked).

A quick reset—like clearing surfaces, toys, or clutter—allows us to focus on what we do best: cleaning properly and thoroughly.

If we arrive and the space isn't ready, we may need to adjust the service or charge the full fee if we're unable to proceed.

Products & Equipment

We bring everything we need.

If you'd prefer us to use specific products, just let us know ahead of time and leave them out for us.

For higher or hard-to-reach areas, we use specialised equipment provided by Dust & Declutter. As this isn't carried at every appointment, we require at least 24 hours' notice so we can plan accordingly. Requests made on the day may not be accommodated unless they form part of your regular maintenance clean.

Additional Work

If we notice something during your clean that needs extra attention, we'll always check in with you first. If you're unavailable, we'll make a note and follow up with you for next time.

Anything outside your agreed service may be:

- Added for an additional cost, or
- Booked in for another visit

Pets

We love pets, but for safety (for them and us), we ask that they're secured while we're working.

We don't handle pet waste and can't take responsibility for any pets getting out during a service.

What We Don't Clean

We don't clean biohazards (such as blood, vomit, or faeces). These require specialised services.

We do not handle, move, or clean delicate, fragile, valuable, collectible, or easily damaged items. This includes items such as Lego, small toys, jewellery, ornaments, and collectibles.

Where these items are left on surfaces to be cleaned, we may clean around them but will not move or handle them. Clients are responsible for safely storing or removing any items they would like the area cleaned beneath.

Furniture & Access

We're happy to clean around and under furniture where we can safely reach.

We don't move heavy or bulky items, so if you'd like areas underneath cleaned, please move them beforehand and we'll take care of the rest.

Changes in Your Home

If anything changes in your home, just let us know.

This includes:

- Renovations or new spaces
- New pets

- A new baby
- People moving in or out

These can affect how we clean and how long things take.

Cleaners and Training

From time to time, your clean may be completed by:

- A team member
- A subcontractor
- Someone in training (supervised)

Whoever is there will follow our systems and standards, and your service will remain consistent.

Safety & Respect

We reserve the right to refuse or stop a service if:

- The environment is unsafe
- There are health risks
- There is disrespectful behaviour

Our team will always prioritise their safety.

Bathroom Requirements

For hygiene reasons, a toilet brush must be available in each bathroom in order for toilets to be cleaned. We do not move brushes between bathrooms.

If a brush is not available, the toilet will be excluded from the clean.

We recommend replacing toilet brushes every 4–6 months to maintain hygiene standards.

Where practical, we wipe down bathroom products and clean the shelves or surfaces beneath them as part of our standard service. However, bathrooms with a large number of bottles, cosmetics, or other personal items require additional time to clean thoroughly.

Where the volume of items significantly increases the scope of work, these items may not be individually wiped down or moved during a standard cleaning service. An additional charge may apply, or we may recommend adjusting your service to allow sufficient time to maintain our cleaning standards.

Access & Surfaces

We clean and dust all accessible surfaces. Areas that are heavily cluttered may be lightly cleaned around rather than lifted or moved, as this can be time-intensive.

For best results, we recommend keeping surfaces relatively clear or grouping items into trays or baskets where possible.

Kitchen, Bathrooms & Sinks

In kitchens and bathrooms, we prioritise hygiene and will always do our best to clean thoroughly.

Where surfaces or sinks are heavily filled with items, we may clean around them to maintain efficiency. Keeping these areas clear helps us achieve the best outcome.

Desks & Electronics

We take extra care around desks, computers, and electronics. For safety, we do not move or clean directly around active devices.

Flooring & Mats

We vacuum around mats and rugs but do not lift or move them as part of a standard clean.

Changes to Cleaning Scope

If you require anything outside of your usual scheduled service, please notify us at least 24 hours prior to your appointment.

This allows us to allocate sufficient time, bring the appropriate products and equipment, and confirm any additional costs. Requests made on the day may not be accommodated.

If Something Isn't Right

We genuinely care about the quality of our work.

If something hasn't been done to standard, please let us know within 24 hours and we'll come back to fix it—no extra charge.

We don't offer refunds, but we will always make it right.

Breakage & Care

We take a lot of care in your home.

If there's anything delicate or already damaged, it really helps if you point it out beforehand.

If something does happen, please let us know within 24 hours so we can resolve it quickly.

Photos

We sometimes take before-and-after photos of our work for training or marketing.

We'll never include anything personal or identifiable.

If you'd prefer we don't take photos in your home, just let us know before your clean.

Pricing

Our pricing may be reviewed periodically to reflect changes in operating costs, service requirements, or the scope of work.

Where a price adjustment is required, clients will be provided with at least **14 days' written notice** before the new pricing takes effect.

Ongoing Services

If you have a regular booking:

- Either of us can stop services with 14 days' notice
- We may end services sooner if there are ongoing issues (such as late payments or access problems)

Final Note

We're here to make your life easier, not harder.

Clear communication and mutual respect go a long way—and we'll always meet you with the same care and consideration we bring into your home.

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