

Book N Clean

Professional Cleaning Services | Australia

TERMS & CONDITIONS OF SERVICE

These Terms & Conditions ('Terms') govern every cleaning service booked with Book N Clean ('we', 'us', 'our'). By confirming a booking and accepting our invoice, the client ('you', 'your') agrees to be bound by the Terms set out below. Please read them carefully, as they explain how post-service queries, rescheduling, key handover, and payment are handled.

1. Post-Cleaning Queries & Reporting Process

If you have any concern regarding the quality or completeness of a clean, this must be raised through our official process below rather than directly with the attending cleaner.

- Any query relating to a completed clean must be submitted, along with the property's exit report and clear photographs of the areas in question, to **booknclean0@gmail.com**.
- Our team will acknowledge and respond to all queries within **24 hours** of receipt.
- Queries submitted without an exit report and supporting photographs may result in delays, as our team requires this evidence to fairly assess the matter.
- Please raise any concerns within 24 hours of service completion, as our ability to investigate reduces significantly with time.
- On completion of the clean, our team will contact the client to carry out an inspection. If the client is not present or unreachable at that time, this may delay the process, and finalisation of the matter will wait until the exit report has been completed and reviewed.

2. Rescheduling & Re-Clean Policy

Once our team has reviewed a query and a re-clean or amendment is agreed upon, the following applies:

- A minimum of **48-72 hours' notice** is required to reschedule or arrange a re-clean, as cleaner availability is confirmed in advance and cannot always be adjusted at short notice.
- No changes to a confirmed booking or resolution will be actioned within this window **unless the matter is a genuine emergency** (e.g. safety hazard, failed final inspection with an imminent handover deadline), at our sole discretion.
- Rescheduled or re-clean appointments are subject to cleaner and calendar availability at the time of the request and are not guaranteed for the same day or the next day.

3. Key Handover & Property Access

Where access to the property involves a third party (e.g. collecting or returning keys via a real estate agent or property manager), the client must provide us with the real estate agent's full contact details in advance so that our team can coordinate access directly.

- This information must be shared with us **before** the scheduled cleaning date.
- Last-minute changes to access arrangements, key locations, or agent details — provided on the day of or after the scheduled clean — cannot be guaranteed to be accommodated.
- Book N Clean is not responsible for delays, missed access, or failed cleans arising from incomplete or late access information provided by the client.

4. Invoicing & Payment

- Invoices are issued only after the cleaning service has been completed.
- Payment is due within the timeframe stated on the invoice unless otherwise agreed in writing.
- Any disputed charges must be raised via customer.cleaningsupport@gmail.com within 7 days of the invoice date, accompanied by relevant evidence (e.g. exit report/photos where applicable).
- Overdue invoices may be subject to a late payment reminder and, where necessary, referral to a debt recovery process.

5. Cleaning Standards & Satisfaction

We aim to deliver every clean to a professional, consistent standard. Where a completed clean does not meet the agreed scope of work, we offer a fair re-clean of the specific areas in question, subject to the reporting and rescheduling policies above.

- Our satisfaction guarantee applies strictly to the scope of work confirmed at the time of booking and does not extend to pre-existing damage, wear and tear, mould, pest issues, or areas outside the agreed checklist.

6. Bond Back Assurance

We offer a Bond Back Assurance covering the specific areas cleaned, valid for **3-5 days** from the date of service.

- Any bond-related concern raised by the client or the property manager/agent must be reported to us within this 3-5 day window, along with the relevant exit report and photographs, for a complimentary re-clean of the affected areas.
- Claims raised after this window has passed will not be covered under the Bond Back Assurance and may be assessed as a new, chargeable service at our discretion.

7. Third-Party or Real Estate Arranged Cleaning

If your real estate agent or property manager arranges any additional cleaning, re-clean, or rectification work independently — without first offering Book N Clean the opportunity to address the concern — we will not be held responsible for the cost of that work, and no refund will be issued for the original service.

8. Client Responsibilities on the Day of Service

- The property must be accessible at the agreed time, with utilities (power/water) connected where required for the clean to be carried out.
- Any known hazards (structural issues, pests, biohazards, sharp objects) must be disclosed prior to the appointment.
- Valuables, cash, and fragile or sentimental items should be secured or removed prior to the clean; Book N Clean is not liable for items left unsecured.

9. Liability & Damages

In the unlikely event of accidental damage caused directly by our staff during service, this must be reported within 24 hours of the clean, along with supporting photographs, to customer.cleaningsupport@gmail.com so it can be assessed and resolved fairly.

- Book N Clean holds public liability insurance and will assess all reported damage claims in good faith.
- We are not liable for pre-existing damage, general wear and tear, or issues not reported within the above timeframe.

10. Cancellations

- Cancellations made with less than 24 hours' notice, or a cleaner arriving to find no access to the property, may incur a cancellation fee to cover the reserved time slot.

11. Privacy & Confidentiality

Any personal information, property access details, or photographs shared with us are used solely for the purpose of delivering and resolving your service, and are not shared with third parties except where necessary to coordinate access (e.g. with your nominated real estate agent) or as required by law.

12. Force Majeure

Book N Clean is not liable for delays or failure to perform where caused by circumstances beyond our reasonable control, including extreme weather, illness affecting our team, or restrictions imposed by public authorities.

13. Amendments to These Terms

We may update these Terms from time to time to reflect changes in our operations. The most current version will always apply to services booked from the date of update, and clients will be notified of material changes where practicable.

By proceeding with a booking, you confirm that you have read, understood, and agreed to these Terms & Conditions in full.

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