



TERMS & CONDITIONS

1. General

These Terms & Conditions apply to cleaning services provided by Kleening Crew

By accepting a quotation or booking a service, the customer agrees to these Terms & Conditions together with the specific services stated in their quotation or invoice.

Where a specific arrangement has been agreed in writing between Kleening Crew and the customer, that arrangement will apply to the relevant booking.

2. Quotes & Pricing

All quotes are based on the information provided by the customer at the time of enquiry.

Quotes may be reviewed if the actual property differs materially from the information provided, including:

- Property size or layout
- Number of bedrooms, bathrooms or living areas
- Property condition
- Level of soiling
- Greasy oven
- Additional areas or services
- Additional cleaning requirements identified at the property
- Specialist cleaning requirements
- Rubbish/personal belongings requiring removal.

2A. Price Variations:

If a price variation is required, Kleening Crew will explain the reason for the additional charge before the additional work proceeds.

The customer must be informed of and accept the revised price before additional work is undertaken.

Where the customer does not approve the additional service or price variation, Kleening Crew may exclude that service from the booking.

2B. Additional Work Authorization & Call Records:

Where a customer agrees to additional work during a recorded call, Kleening Crew may retain the relevant recording or call record as part of the booking records and use it as supporting evidence in the event of a dispute regarding the agreed scope, additional services, or applicable charges.



The call record may be used to verify the:

- Additional service or work discussed
- The reason the additional work was required
- The additional price quoted
- Whether the customer was informed that the service was outside the original scope
- Whether the customer accepted or declined the additional work or revised price.

Where additional services or price variations are discussed by telephone, Kleening Crew may record the call for quality assurance, record-keeping, and dispute resolution purposes, subject to applicable law and the company's call-recording procedures.

3. Service Scope

Kleening Crew will provide the services specifically listed in the customer's quotation or invoice.

The service does not automatically include areas or services that have not been quoted or booked.

Additional charges may apply for services such as:

- Full wall washing
- Heavy mould treatment
- Blind or curtain cleaning
- External window cleaning
- Balcony cleaning
- Garage cleaning where not included
- Outdoor areas
- Lawn or gardening
- Rubbish removal
- Cleaning behind or underneath furniture or heavy appliances
- Specialist cleaning
- Or other services outside the agreed scope.

Customers are encouraged to review their quotation carefully and identify any areas they require before the service commences.

Grout removal and grout restoration are not included as standard cleaning services.



4. Wall Spot Cleaning

Where wall cleaning is included in the quotation, spot cleaning refers to localized cleaning of reasonably removable marks such as fingerprints, light scuffs, and marks around light switches.

Spot cleaning does not include:

- Full wall washing
- Sugar soap treatment of all walls
- Removal of permanent marks
- Paint removal
- Repainting
- Repair of damaged walls
- Restoration of existing paint or surface damage.

Areas requiring extensive wall cleaning may be quoted as an additional service.

5. Accessible Areas & Personal Belongings

Kleening Crew accessible areas of the property.

Customers are responsible for removing personal belongings and ensuring areas requiring cleaning are accessible.

Cleaners are not required to move heavy furniture, appliances, or personal belongings.

Cleaning behind or underneath furniture and appliances will only be undertaken where the item has been safely moved beforehand, or the service has been specifically agreed in writing.

6. Property Condition

Cleaning services are intended to clean the property and do not include repairs, painting, maintenance, or restoration unless specifically agreed.

Kleening Crew cannot guarantee the complete removal of:

- Permanent stains
- Deep or embedded marks
- Paint damage
- Peeling paint
- Scratches
- Burns



- Damaged surfaces
- Existing grout deterioration
- Permanent mould staining
- Or other conditions that cannot reasonably be corrected through normal cleaning.

Where an item requires specialist treatment, the customer may be advised that an additional service or specialist provider is required.

7. 7-Day Service Guarantee

Kleening Crew provides a 7-day Service Guarantee for eligible cleaning services included in the original booking.

If a real estate agent, property manager, or landlord identifies cleaning-related concerns relating to the agreed service scope, the customer should provide the relevant inspection report, photographs, or details of the concerns where available.

Kleening Crew will review the concerns and, where they fall within the original service scope, arrange a re-attendance to rectify applicable cleaning items at no additional cleaning charge.

The Service Guarantee covers re-cleaning for cleaning areas missed or not completed to the expected standard within the original service scope. It does not automatically guarantee the return of the customer's bond and does not automatically provide a refund.

Re-attendance requests should be made within 7 days of the original service. Where practicable, the re-clean will be scheduled within 48 hours of the request, subject to cleaner availability.

The guarantee does not cover items outside the original booking scope, additional services that were declined, maintenance or repair issues, permanent stains or damage, specialist cleaning unless specifically booked, areas that were inaccessible during the original service, or damage caused by other parties or circumstances occurring after the service.

8. Real Estate Inspection & Re-attendance

9. Where a real estate agent or property manager provides an exit inspection report, customers should forward the report to Kleening Crew as soon as reasonably possible.

This allows Kleening Crew to identify the relevant cleaning items and arrange a suitable re-attendance.

Customers should provide reasonable access for the re-attendance within the 7-day Service Guarantee period.

Re-attendance is subject to cleaner availability and the availability of reasonable access to the property.

9. Third-Party Cleaning



Before arranging another cleaning company to complete the same cleaning concerns, customers should provide Kleening Crew with a reasonable opportunity to inspect and rectify the reported issues.

Where another cleaning provider has already completed the work, Kleening Crew may no longer be able to verify the condition resulting from the original service.

Kleening Crew does not provide reimbursement for cleaning completed by a third-party cleaning provider where Kleening Crew has not been given the opportunity to complete the applicable rectification.

10. Property Access & Utilities

The customer is responsible for providing access to the property at the agreed time.

For end-of-lease cleaning, the property should be vacant and reasonably ready for cleaning.

Electricity and running water should be available where required.

If access cannot be provided or the property cannot reasonably be serviced as booked, applicable cancellation, access, or rescheduling charges may apply.

11. Additional Services

Where additional cleaning is requested or identified, Kleening Crew will provide the applicable additional charge before proceeding.

Additional services will only be undertaken after the customer has accepted the applicable price.

Where additional services are approved by telephone, Kleening Crew may retain the relevant call recording or call record as supporting evidence of the customer's instructions and approval, subject to applicable law and the company's call recording procedures.

Examples may include heavy mold treatment, extensive wall cleaning, additional carpet cleaning, external windows, balcony cleaning, rubbish removal, lawn or outdoor cleaning, and other specialist services.

12. Cancellations & Rescheduling

Cancellation or rescheduling requests must be made as early as possible.

More than 48 hours before the scheduled service:

No cancellation or rescheduling fee will apply.

Less than 24 hours before the scheduled service:

The \$99 booking deposit will be non-refundable.

Same-day cancellation or rescheduling:

A \$149 cancellation fee will apply.



Cleaner attendance / access denied:

If our cleaner has arrived at the property and cannot gain access due to the customer's failure to provide access, a lockout, no-show, or other customer-related access issue, a **\$149 cancellation fee** will be charged to the saved payment method.

End-of-lease bookings: The same cancellation and rescheduling terms apply to End of Lease and Vacate Cleaning bookings.

Any cancellation or rescheduling request should be made by **email, SMS, or phone call** so that the request can be properly recorded.

Booking Confirmation:

The applicable cancellation and rescheduling terms will be provided to the customer at the time of booking, before the customer confirms the service.

13. Damage Claims

Customers must report any alleged damage within 24 hours of the service and provide photo evidence of the damage.

Where possible, customers should also provide:

- Details of the affected area
- Before-and-after photographs
- Any relevant property or inspection documentation.

Kleening Crew will review the circumstances and may coordinate with the cleaner or contractor involved.

14. Complaints

Cleaning concerns should be raised as soon as reasonably possible.

Customers are encouraged to provide photographs, videos, the relevant real estate inspection report, or other supporting evidence so Kleening Crew can properly assess the concern.

Kleening Crew will review the complaint and, where applicable, offer an appropriate remedy in accordance with the Service Guarantee and the circumstances of the booking.

15. Refund Requests

Refund requests are not automatic and will be assessed individually based on the circumstances of the booking, the services purchased, the concerns raised, and the opportunity provided to Kleening Crew to inspect or rectify the reported issues.



Where a concern falls within the Service Guarantee, Kleening Crew's preferred remedy is rectification of the applicable cleaning items rather than an automatic refund.

A refund request may not be considered where the customer does not provide a relevant condition or inspection report, reasonable property access or real estate/Managing Agent contact information where required, or reasonable proof that the cleaning was not completed to the agreed standard, where this information is necessary for Kleening Crew to verify the claim.

The Service Guarantee relates to the cleaning service and does not guarantee that a customer's bond will be returned, as bond outcomes may depend on matters outside Kleening Crew's control.

Nothing in these Terms & Conditions is intended to exclude or limit any rights or remedies that cannot legally be excluded under applicable consumer law.

16. Customer Responsibilities

Customers are responsible for providing accurate property information, providing access to the property, ensuring utilities are available, removing personal belongings where necessary, informing Kleening Crew of additional requirements before the service, reviewing and approving any applicable price variations, providing reasonable access for an agreed re-attendance, and providing relevant inspection reports, evidence, and contact details needed to assess a complaint.