

# Terms & Conditions - J.Wraight Cleaning Solutions:

## Residential and Bond cleaning

**Labour Hours:** Our invoicing uses “labour hours” to determine the final price of your clean. A “labour hour” is defined as one (1) hour of labour or work performed by one (1) professional. Therefore, one (1) hour of labour or work performed by two (2) professionals is equal to two (2) labour hours and two (2) hours of pay.

**Minimum Time:** A minimum of two (2) labour hours of cleaning is required in order to secure our cleaning services. If less time is required, this can be negotiated on a case by case basis.

**Cleaning Rates:** All prices and rates are set and not open to negotiation. Cleaning rates are subject to change, however, adequate notice shall be given prior to any rate changes.

**Chemicals:** All chemicals required for cleaning are supplied by us. We use Australian made, high quality, commercial grade chemicals that meet environmentally friendly standards. If you wish for us to use certain chemicals that we do not carry, we ask that you either supply them or pay for the costs associated with acquiring them.

**Estimates/Quotes:** For regularly scheduled cleans an estimated time needed to completed the service will be given based off of the provided information. Should more time be required to complete the service, this may not be available on the day due to other bookings. We will however discuss this with you prior to your next clean.

For bond cleans an estimate will be given during your booking process. All estimates are only rough guides and the final amount due is subject to change. More or less time may be required to complete the service than estimated due to several factors.

**Deposits:** For regularly scheduled cleans no deposit is required, instead an invoice shall be emailed or text to you after each cleaning service.

For bond cleans an estimate shall be given and 50% of that estimate is to be paid upfront in order to secure your bond clean booking. This deposit is subtracted from the final amount of your invoice.

**Parking:** Accessible parking is required for all types of cleaning services. If no free parking is available, the cost of paid parking shall be included in the final invoice amount.

**Bio-Hazards:** Human and animal bodily fluids, medical waste, and all other biological waste that may pose as a health threat to humans are all classed as bio-hazards. J.Wraight cleaning and its employees will do their best to clean around these hazards, however, we reserve the right to refuse to clean, dispose of, or service areas that contain bio-hazards should the cleaner feel unsafe.

**Safety:** Due to safety concerns, our cleaners will not move or lift heavy objects or furniture and will instead do their best to clean around these items. If you would like cleaning performed under or behind heavy furniture please ensure you are able to have the items moved yourself.

**Public Holidays:** Cleaning services are not available during public holidays, and as such, should your regularly scheduled clean fall on a public holiday, you will have the option to reschedule your clean to another day or skip that clean entirely.

**Unforeseen circumstances:** There may times where due to circumstances out of our control we may have to cancel or reschedule your clean. This may include, but is not limited to: Severe weather conditions, Car accidents, Traffic conditions, Health and family emergencies. We are not liable for any outcome in the event of these circumstances.

**Accessibility:** In order to provide you with cleaning services the following must be available: Electricity to the premises, access to running water, and the ability to complete the job without interruption from other service providers. Should these not be available, we may not be able to provide our services, and you may be charged a \$50 fee in order to cover lost time and fuel.

For Bond cleans we will attempt to reschedule your clean. If that is however not possible, we reserve the right to keep your booking deposit.

## **Commercial cleaning**

**Contracts:** Personalised contracts will be created and provided to you based on your cleaning needs. This contract will include details such as: amount of cleans required each week, required times for these cleans, an agreed upon monthly amount, what is included in your regular cleans, and other details discussed and agreed upon by all parties.

**Access:** Proper access to cleaning sites must be provided prior to service commencement date. This may include, but is not limited to: Keys, keycards and/or

security codes needed to enter the premises and/or any rooms/areas within the premises that require cleaning. Access to garbage disposal areas. Keys for rubbish bins, bathroom soap, hand towel, and toilet paper dispensers. And any other items identified during discussions.

**Parking:** Accessible parking is required for cleaning services. If no free parking is available, the cost of paid parking shall be included in the final invoice amount. Vehicle details shall be provided if necessary for parking passes or to ensure vehicles are not towed. In the instance that a cleaners vehicle is towed from an area where permission to park has been granted, the costs and fees associated with reclaiming the vehicle may be passed onto you.

**Supplies:** If you require us to supply you with janitorial supplies such as: hand soap, toilet paper, hand towels, bin liners, etc, the cost of these supplies will be passed onto you (at cost) as an extra charge in your invoice. The cost of chemicals used in regular operations are however already included.