



Terms and Conditions

Please take some time to review this Agreement. Use of our services constitutes your acceptance of these terms and conditions.

Cleaning services

A. Subject to the terms of this Agreement, Just Peachey Cleaning Specialists agrees to provide cleaning services (the “Service”) to the Customer at an address specified by the Customer (the “Premises”).

B. The Service will be for such cleaning duties as agreed with the Customer at the time of booking.

C. Just Peachey Cleaning Specialists will provide one or more cleaners (Cleaner Employee) to attend the Premises to provide the Service at a time and date mutually agreed between Just Peachey Cleaning Specialists and the Customer (the “Service Time”).

D. Just Peachey Cleaning Specialists endeavours to provide the service faithfully, diligently and in a timely and professional manner.

1. Additions and amendments

A. Any changes to the Service to be provided must be agreed by Just Peachey Cleaning Specialists prior to the Service Time.

B. If the Customer requires any additional services or variations at the time the Service is being performed, the Customer must first contact Just Peachey Cleaning Specialist via email or SMS (if prior to the booking) or liase with the Cleaner (Cleaner Employee) onsite, who may agree to provide the additional services in its absolute discretion and subject to additional charges.

Payment

Unless explicitly agreed prior to commencement of work, payment will be due in full on the day of your clean via bank transfer, credit card or cash. if payment is 3 days outstanding a \$20 late fee will apply, If no payment has been received within 7 days then

recovery costs (debt collection) will apply and the customer will be responsible for the payment and In addition to the amounts set out above, the Customer agrees to indemnify Just Peachey Cleaning Specialists for all legal costs (on a solicitor and own client or full indemnity basis, whichever is greater) and other expenses incurred by Just Peachey Cleaning Specialists in connection with a demand, action, or other proceeding including mediation, out of court settlement or any action taken for recovery of debt from the Customer arising out of a breach of these terms including the failure by the Customer to pay an amount by the due date.

Deposit

Deposits are non refundable , you can reschedule your appointment one time only and your deposit will be transferred over to your future booking. Please contact us 24hrs before your scheduled appointment. In the event the customer provides less than 24hrs notice the deposit will be forfeited to Just Peachey Cleaning Specialists.

Cancellation fees

The Customer must provide Just Peachey Cleaning Specialists with at least 24 hours notice prior to the Service Time, if they wish to suspend, postpone or cancel the Service for any reason. In the event that such notice has been given, Just Peachey Cleaning Specialists will endeavour to reschedule the Service if required. In the event that the Customer does not provide 24 hours notice prior to the commencement of the Service, the Customer agrees to pay a cancellation fee of 50% of the total service cost.

Lock-Outs

If we arrive for a scheduled booking but are unable to gain access to the property, eg. if you forget to leave out a key for us/change your lockbox code without telling us or if no one is home as arranged, or we can't access your property for whatever reason (including not being able to locate parking right next to your property), we will always attempt to contact you first via phone and/or text message to see if there is an alternative way we can gain access or if someone could return to the property to let us in. Any time we spend waiting for access is billed as part of the clean.

If we are not able to get in contact with you within 15min or access is not possible, there is also a **call-out fee in addition to a late cancellation fee** equivalent to the full cost of your booking. Lock-out fees (ie. cancellation + callout fee) are used to compensate staff for their travel expenses and waiting time, as well as the loss of income.

To prevent either of these situations from occurring, we urge all clients to save the date(s) of their bookings into their calendars and to have a reminder system in place to advise us with adequate notice in the event that an upcoming clean needs to be

cancelled or rescheduled. We also strongly recommend a lock box being placed on the property and that any updated codes are given to us. If you are in doubt about when your next scheduled booking is, feel free to contact us and we will confirm this with you.

Illness

We care about you (our clients) and we care about our staff, because of this, we ask that you do not allow us to come and clean for you if you or anyone at your property is sick with an infectious disease, illness or cold/flu. Please be honest with us and help protect our community. Just like we would never knowingly send sick staff members into your home, we ask for the same courtesy. If our staff members become unwell from being exposed, it means we then need to cancel other client's cleans, it also means they may then expose their family to it etc. You could potentially be putting people at risk who have compromised immune systems who require hospitalisation from a simple cold so we really want to ensure the safety of everyone we have working for us and everyone we clean for.

We also ask that you don't just put someone who's sick in another room and still have us clean for you and avoid that room. Particularly with young children, they tend to touch every surface in the house and some haven't mastered the art of covering their mouths when they cough or sneeze. It is also very hard to contain a child to only their room for hours on end. It often means the air in your home is likely contaminated and is a risk we are not willing to take. Please give us adequate notice (1 BUSINESS DAY) so we can reschedule your clean or unfortunately the full cancellation fee will apply with cleans cancelled at short notice. Thank you for your understanding and cooperation on this.

Estimates

Any unseen quotation given by Just Peachey Cleaning Specialists is based only on information or specifications received from the Customer and in Just Peachey Cleaning Specialists knowledge at time of quotation, this is subject to change on inspection of the property and will be advised prior to starting to insure you are happy for the works to continue.

Property Photo/Video Content

By agreeing to use Just Peachey Cleaning Specialists you are agreeing to let us take and use picture/video content for training and marketing purposes. Just Peachey Cleaning Specialists agrees to not use or publish any content obtained through our services that would positively identify the household dwellers or cause any potential security risk. (No people, photos, bills etc.)

Weather Conditions

By agreeing to use Just Peachey Cleaning Specialists services the customer agrees to allow our employees to use both heating and cooling to help provide a safe workspace. (Fair Work Act)

Holidays

Just Peachey Cleaning Specialists does not work on public holidays or over the Christmas period. Your service will continue on the next scheduled date or if we are able to allocate another day.

Notice to Competitors and Other Entities: Copying or imitating any aspect of our business model, marketing materials, service packages, or operational strategies will be considered an infringement of our intellectual property rights. We reserve the right to take legal action against any individual or entity found to be replicating, in part or whole, any components of our business that are legally recognised as our intellectual property.

Accidents, breakage and damage

The Customer must inform Just Peachey Cleaning Specialists of any incident where an accident, breakage, damage to property or theft has occurred due to any act of the Cleaner within 24 hours of completion of the Service. To the extent permitted by law, the Customer is not entitled to claim any loss for any incident if the incident is not reported to Just Peachey Cleaning Specialists within 24 hours of completion of the Service. To the extent permitted by law, damage or loss to the following items is specifically excluded from the liability of Just Peachey Cleaning Specialists under these terms and conditions: cash, jewellery, art, antiques, plants and items of sentimental value. Insurance Just Peachey Cleaning Specialists has Public and Employer's liability insurance. The policy will cover any accidental damages caused by the Cleaner working on behalf of Just Peachey Cleaning Specialists, reported within 24 hours of service date. Insurance cover does not include anything that may break down or stop working at any time such as - dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, etc, any other items, instability of which the Customer is already aware of, such as bathroom appliances or any fixtures. The Customer is obliged to warn Just Peachey Cleaning Specialists about appliances that are poorly fixed or not in full working order.

The Customer represents and warrants the following

1. It will provide a safe working environment at the Premises for the (Cleaner Employee) to perform the Service
2. The Cleaner Employee will have unencumbered and unobstructed access to those areas of the Premises requiring the Service

3. It will provide the (Cleaner Employee) with access to all services and utilities (including hot and cold water, electricity, and rubbish bins) as required by the (Cleaner Employee) to provide the Service;
4. Any cleaning equipment and materials provided by the Customer are safe, have not been tampered with and are in full working order
5. It will advise Just Peachey Cleaning Specialists prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises
6. It is authorised to use the Premises and obtain the provision of Service
7. If the Customer requires the (Cleaner Employee) to clean behind or under any heavy items (eg. a fridge, bookshelf, or other furniture), it will move those items prior to the commencement of the Service
8. It will secure or remove any fragile, delicate, breakable or valuable items, including cash, jewellery, works of art, antiques, or items of sentimental value prior to the commencement of the Service.

No engagement of cleaners

1. The Customer acknowledges Just Peachey Cleaning Specialists invests significant resources in recruiting, selecting and training its (Cleaner Employee). Unless Just Peachey Cleaning Specialists gives prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any (Cleaner Employee) to provide domestic services to the Customer or any associate of the customer for any period during which services are provided by Just Peachey Cleaning Specialists or for a period within 12 months after the conclusion of any Service.
2. The Customer acknowledges that Just Peachey Cleaning Specialists may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer.

Social Media Promotions

Follow us on social media for updates and promotions. We appreciate your likes and shares.

<https://g.page/r/CZQ7KYcScs-tEAE/review>

Give us a 5-star review on Facebook or Google and send us a screenshot to receive a free gift of appreciation! We appreciate you supporting our business so we can continue to support you.

