



## Terms & Conditions

Please take some time to read these Terms and Conditions. We want our customers to feel comfortable that they are getting the best service and support for themselves and those around them.

### INTRODUCTION

Welcome to DAO Cleaning Co, we are committed to excellence and customer satisfaction. By booking our services, you are agreeing to these terms and conditions. If you don't agree with any part of the document, please let us know before your first service.

### PACKAGED BASED SERVICE MODEL

DAO Cleaning Co offers services based on a package model allowing our technicians to focus on a comprehensive, consistent service rather than hourly rates. This ensures predictable pricing, efficiency, and customized cleaning to suit your needs.

#### Why a Package-Based Model benefits you:

- Predictable Pricing: Know exactly what you're paying for upfront, without any surprises.
- Efficiency and Focus: Our team concentrates on delivering the best results in the most effective manner.
- Customized Cleaning: Tailored packages to suit different homes and cleaning requirements.

### CUSTOMISED QUOTES

If our packages do not fit your specific needs and you have requested a customised quote, our technicians will complete all items requested in the quote to our high standards, if any additional items are not specifically listed in the existing quote, the additional items would need to be requoted and rebooked for a future date. If a small, un-quoted item is raised at a

clean, the decision to perform this task will solely be determined by the allocated technician assigned to the service, any undue pressure placed upon the technician to perform unquoted items during a service may result in forfeiture of services including any cancellation fee brought about by this action.

DAO Cleaning Co reserves the right to cancel and invoice for any service where misleading information is provided by the customer, this includes but is not limited to any safety concerns, access issues and cleaning conditions not being stated honestly. This decision will be made solely by the DAO Cleaning Co team.

## **CLEANING DAY PREPARATION**

By booking with us, the customer agrees to make sure that your home is made suitable and ready for our technician to perform their services. Each quote is provided based on the cleaners focusing all their time on cleaning surfaces (and not tidying or picking up toys and objects), we ask that you take a few minutes to tidy up to allow the cleaners easy access to all areas/surfaces to be cleaned professionally. At our discretion, we may choose to tidy up prior to commencing the clean and this may incur an additional fee which we will attempt to notify you of prior to commencement.

DAO Cleaning Co reserves the right to cancel/suspend a customer's service at any time if our technicians do not have suitable access to perform the booked service. If a booking is cancelled due to the home not being ready/suitable to receive the professional service, the customer understands and agrees to pay full payment due to lost booking opportunities through no fault of our own.

## **ADD-ON SERVICES**

Additional services like dishwashing, emptying bins and bed making, etc. are available and can be added to your package at our discretion. These extra services will incur an additional fee. All added extras will need to be booked before time, and not requested during a service booking, so we can make sure we allocate an appropriate amount of time to professionally complete these tasks. You can book these services by contacting our dedicated administrative staff for assistance.

## **PETS POLICY**

We understand that pets are part of the family, however we ask that all pets are secured during the duration of our cleaning service, this is in line with our Safe Work policy. We reserve the right to cancel our service at full cost to the customer if this requirement is not met or if a technician is made to feel unsafe for any reason.

\*Please Note: DAO Cleaning Co does not handle pet waste. We will also not be held liable for any pet escaping or for the retrieval of any pet as it is incumbent upon the customers to ensure all pets are secured correctly during any service provision.

## **ITEMS WE CAN NOT CLEAN**

DAO Cleaning Co is not registered or insured as mould removal specialist and therefore, we will not attempt to remove this toxic substance, our technicians may remove surface mould during a service, but this does not in any way constitute a mould removal treatment with the customer to seek professional assistance on this matter outside of DAO Cleaning Co.

If the customer finds they have mould growing in the silicone of wet areas, we recommend you engage the appropriate tradesperson to have the silicone professionally replaced.

## **UNREACHABLE AREAS AND HEAVY ITEMS**

DAO Cleaning Co takes the health and safety of our technicians seriously and we have set rigid safety standards that our technicians must follow, these include areas such as - No moving of large furniture, climbing of step ladders or lifting of heavy objects. If a customer would like specific areas cleaned, the customer must make sure all furniture is removed making the area accessible for our technicians.

Please note – if you decide to use an unregistered and uninsured “cleaner” you may personally become legally and financially responsible should that “cleaner” injure themselves in your home.

## **BREAKAGE/DAMAGE AND LOSS POLICY**

DAO Cleaning Co is a fully registered, tax paying company with documented processes and policies reinforced by regular training, we also carry both the right coverage and right types of insurance to be considered a compliant business. This means every reasonable step has been taken to protect against personal liability (theft, damage) and public liability (accident). In saying this, nothing is foolproof so please advise our team if there are any issues regarding the house i.e., faulty switches, cracked glass etc. to help us navigate any potential issues.

By agreeing to use us, the customer agrees to view any potential theft or malicious damage as the action of the individual and not the company as a whole, as well as to bring any/all concerns directly to DAO Cleaning Co management as well as refraining from making posts or comments in any public forum that may negatively impact DAO Cleaning Co either directly or indirectly. All concerns must be brought to management immediately and not longer than 24hr passing.

DAO Cleaning Co has a zero tolerance to theft and will work with the customer to help resolve any legitimate concerns.

## **PROPERTY PHOTO/VIDEO CONTENT**

By agreeing to use DAO Cleaning Co you are agreeing to let us take and use picture/video content for training and marketing purposes. DAO Cleaning Co 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.) This is especially so for our sensitive clients such as DCP.

## **WEATHER CONDITIONS**

By agreeing to use our services the customer agrees to allow our technician to use both heating and cooling resources to help provide a safe workspace. (Fair Work Act)

## **HOLIDAYS**

DAO Cleaning Co does not work on public holidays or over the Christmas period. Your service will continue on the next scheduled date after this holiday period has passed.

## **SOCIAL MEDIA PROMOTIONS**

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

[www.facebook.com/daocleaningco](http://www.facebook.com/daocleaningco)

## **REVIEWS**

Give us a 5-star review on 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.

## **REFERRAL BONUS**

Refer a friend for a regular ongoing clean and you will both receive \$50 off your next clean

## **1. CLEANING SERVICES**

- The service will be for such cleaning duties as agreed between you and DAO Cleaning Co at the time of booking.
- All cleaning products and equipment required to service your property are provided by DAO Cleaning Co.
- If at any time prior to, or during your service, our employee feels there is a safety issue, they can terminate the service at their discretion.
- You are not permitted to engage the cleaning services of our cleaners other than through DAO Cleaning Co's booking system or phone services.

## **2. CUSTOMER RESPONSIBILITIES**

- The customer will provide a safe working environment for DAO Cleaning Co to perform the service.
- The customer will leave access unobstructed to those areas of the property requiring the service.
- The customer will provide DAO Cleaning Co access to all service utilities, including hot and cold water, electricity and rubbish bins, as required to complete the service.
- Prior to the commencement of the service the customer will inform DAO Cleaning Co of any hazards, slippery surfaces, risks or dangers the customer is aware of.

## **3. PAYMENT TERMS**

- The customer agrees to pay within 24 hours of completion of service. Payments can be made via credit card, or direct deposit.
- A 50% deposit is required at the time of booking for an End of Lease or Move Out Clean.
- These payment clauses do not apply to our Commercial, NDIS or DVA clients.

## **4. LATE PAYMENT FEES**

- The customer agrees to pay a late fee administration charge of \$10 per day for each day after the 7-day period following completion of service. This clause does not apply to our commercial, NDIS or DVA clients.
- Outstanding accounts beyond 28 days may incur additional costs related to debt collection.

## **5. GST**

- Tax Invoices are available for all services carried out by DAO Cleaning Co.
- NDIS services are GST free

## **6. QUOTATIONS**

- DAO Cleaning Co prides itself on accurate quotes. Whilst our online quote system will give you an estimate, we will always confirm the exact price of the clean before commencing the clean on the day.

- If a service is requested outside of the original quote (e.g., addition of an oven or window clean) you will be informed of any extra cost before work commences.

## 7. CHANGES AND CANCELLATIONS

- You may cancel or amend a Booking free of charge, up to 24 hours before the Cleaning Service is scheduled to begin.
- If you cancel or amend a Booking within 24 hours before the Cleaning Service is scheduled to begin, you will be required to pay a cancellation fee of \$100.
- You cannot amend, extend or cancel a Booking during the performance of the Services.
- The Cleaning Agreement shall expire once the Cleaning Services under the Booking have been performed.
- If our cleaner is unable to fulfill a confirmed Booking (in full or part), DAO Cleaning Co will attempt to find you a replacement Cleaner. If we cannot find you an alternative Cleaner, we will reschedule your Booking to a new time which suits you. If we cannot find a suitable time for you, you may cancel the Booking at no charge.
- DAO Cleaning Co reserves the right to re-schedule or cancel any job/bookings if the property is not as described either in condition or size, or if unexpected circumstances occur.
- DAO Cleaning Co reserves the right to not clean certain items if it is deemed risky or unsafe to our cleaners. We also reserve the right to not clean items which are broken or likely to be broken if touched or cleaned by our team members.

## 8. CHANGES TO THE SCOPE OF SERVICES

- Any changes to the service originally agreed to between DAO Cleaning Co and the customer must be advised, and the price agreed on, prior to the service commencing.
- If time allows, DAO Cleaning Co may agree to provide any additional services on that same day. Otherwise, a day and time that suits both can be agreed on. For the best outcome, please call a day or more ahead to make sure all your needs can be met.

## 9. COMPLAINTS

- Customers must report dissatisfaction with the service provided, within 24 hours of completion of the service. DAO Cleaning Co will endeavour to resolve the problem quickly and efficiently. DAO Cleaning Co may, at its discretion, offer the customer either of the following:

- A partial or full refund or;
- Re-supply of the service/touch up without charge

## 10. YOUR DETAILS / PERSONAL INFORMATION

- DAO Cleaning Co agrees not to share any information provided by the customer with any third party not directly involved in the provision of the service (unless required to do so by law).

## 11. NO LOCK IN CONTRACTS

- At DAO Cleaning Co, we are only as good as our last clean. The customer is not locked into any contracts with regards to regular cleaning services. At any time, the customer feels our services are slipping, they should inform DAO Cleaning Co. We believe in good communication, so we can do everything in our power to keep our customers happy and relaxed when they walk into their home or office after a fresh service.

## 12. INDEMNITY AND LIABILITY

- General Indemnity

You agree to indemnify DAO Cleaning Co for any claim, damage, loss, or expense resulting from your actions in breach of these Terms.

- Cleaning Services Liability

To the extent permitted by law, DAO Cleaning Co is not liable for any loss or damage related to the offer or supply of Cleaning Services.

## 13. INSURANCES

- DAO Cleaning Co holds current public and employer's liability insurance. The policy will cover any accidental damages caused by the Cleaner working on behalf of DAO, 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 DAO Cleaning Co and/or the Cleaner about appliances that are poorly fixed or not in full working order.

## 14. SERVICE WARRANTY

- Our service warranty is limited to the items stated in the contract (cleaning checklist) which did not meet the standard expected by the client, their landlord or property manager. The exact location of the item and a fair explanation of why it did not meet the expected standard must be provided by the person who raised the complaint (i.e. a touch up list accompanied with photos). Only one touch up list is allowed, no modification or alteration to the list is permitted after a request of re-clean has been made.
- Our service warranty can only be invoked by our client, who is the person who booked the cleaning service from our company.
- The service warranty is only valid for up to 1 day (24 hours) after the date of the cleaning service and under the following conditions being met:
  - No building or maintenance work has been carried out at the property during or after the cleaning has been finished including but not limited to; renovation work, flooring replacement/repair, painting and decorating, plumbing or electrical work and other such similar services.
  - The property has not been damaged in any way, be this from weather conditions or other such acts of nature, accidents by an external party or the client or animals left in the property during or after the cleaning;
- Some items will be subject to wear and tear or may be unable to be cleaned, in these instances, if identified, no warranty will apply to these areas or items. Client will be notified.
- Service warranty does not include certain items:
  - Mould – Black mould is toxic to humans. Whilst we will do our best to safely clean areas containing mold, it can become embedded, into silicone and grout, requiring specialist services to safely remove it.
  - Discolouration – we try our best to clean all items but discolouration happens with normal wear and tear of the property. Often grout, toilets and plastics can discolour and specialist services will be needed to restore back to original colour.
  - Tile and natural rock stains – due to the composition of tiles or benchtops, it is not possible to remove stains without specialist intervention.

- After a re-clean, DAO Cleaning Co will warrant any work for 24 hours. If we have not heard from the client within one day (24 hours), we will consider the re-clean to have addressed any issues under the service warranty and consider the job completed.
- The service warranty only covers the cleaning of the unsatisfactory items at the property mentioned in the 'touch up list', client is not entitled to have the entire cleaning package nor additional items redone.
- The service warranty will only be honoured on the same clean at the same property up to a maximum of 2 times, DAO Cleaning Co will cease to re-attend to the property in dispute of that clean.
- After 24 hours when the warranty expires, the Payment of a minimum fee of \$80.00 will be requested upfront for a touch up clean.
  - Request for a touch up clean within 24 hours: free of charge
  - Request for a touch up clean after 24 hours, but within 7 days from the day of initial clean: Minimum \$80.00
- Client must provide DAO Cleaning Co with a minimum of 5 days for a touch up clean to be completed upon receiving a complete touch up list.