



Snazzy Cleaning and Housekeeping

Policies and Procedures

These policies are in place to help us deliver exceptional service to ALL of our clients, every visit. Please read through them and sign to acknowledge agreement. If you have any questions regarding these policies, we would be happy to answer them.

1. Liability Policies:

- ✚ Snazzy Cleaning and Housekeeping and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives all claims against Snazzy Cleaning and Housekeeping, unless arising from gross negligence on the part of Snazzy Cleaning and Housekeeping.
- ✚ Whilst every effort is made to be as careful as possible, sometimes accidents happen. If there is breakage/loss of personal items notification is required within 24hrs. Items that are antique, irreplaceable, hard to find etc are not covered by our breakage policy. Please remove these items the day of cleaning.
- ✚ Snazzy Cleaning and Housekeeping do not move items more than 15kg to protect us and our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.
- ✚ Snazzy Cleaning and Housekeeping does not use bleach. If the client requests the use of bleach Snazzy Cleaning and Housekeeping is not liable for any damage caused. Prior arrangement must be made as we do not carry bleach in our regular kit.
- ✚ Snazzy Cleaning and Housekeeping is not liable for any damage incurred by the improper installation of any object. All surfaces are assumed sealed, the client must notify staff if they are not.
- ✚ Keys that are left for Snazzy Cleaning and Housekeeping to gain access to the property are done so at the risk of the client. Snazzy Cleaning and Housekeeping do accept responsibility for keys after they have been left by the client or staff.

2. Business Policies:

- ✚ Snazzy Cleaning and Housekeeping staff do not clean animal cages, litter boxes, animal droppings, human faeces, urine, vomit, soiled clothing or other similar biohazards.

- ✚ Snazzy Cleaning and Housekeeping prefers that alarms are not armed on the day of cleaning. If it is on and the alarm is triggered Snazzy Cleaning and Housekeeping is not liable for any costs associated.
- ✚ Snazzy Cleaning and Housekeeping recognises that all homes are different and all clients have different priorities. It is for this reason that we provide personalised quotes. Our staff follow a set list of inclusions for each home. Unless prior arrangement has been made with Sarah Pedron, staff are instructed to complete the set list only. This ensures that our staff can complete cleans in the designated time. We request that you do not ask your cleaner to complete other tasks without prior approval from Sarah.
- ✚ Snazzy Cleaning and Housekeeping keeps keys and client information confidential and secured. Locksmith fees are paid only if Snazzy Cleaning and Housekeeping misplace the keys.
- ✚ Snazzy Cleaning and Housekeeping will provide an invoice and all payments must be made within 24 hours of your clean via direct transfer, credit card payments can be arranged. If payment is not received, services will be on hold. If late payments continue, services will be made pre-pay or cancelled without notice.
- ✚ In the case of staff illness or personal circumstances, it may not be possible for your regular cleaner to attend. Snazzy Cleaning and Housekeeping will make every effort to provide you with another member of our team. If this is not possible, we will reschedule to our closest available time.
- ✚ If you would like to hire a present or past Snazzy Cleaning and Housekeeping staff member for any service outside of this agreement, a referral fee will be applied. All employees of Snazzy Cleaning and Housekeeping are under a non-compete contract for a period of six months.

3. Cancellation and Access Policies:

- ✚ Service reliability is extremely important. We request that you give us a minimum of 24 hours advance, IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON. Our business number, 0412 477 749, is available at all times. Failure to provide adequate notice could result in a \$20 late cancellation fee. We understand that circumstances arise that require a cancellation, but if a client has excessive cancellations, we reserve the right to cancel all future cleanings.
- ✚ Snazzy Cleaning and Housekeeping reserves the right to deny service or terminate service because of safety concerns or inappropriate or uncomfortable situations.
- ✚ Most clients provide Snazzy Cleaning and Housekeeping with a key. If for any reason this is not an option a key must be left, or someone is required to provide access to the property. If our staff cannot access the property within 15 minutes of arrival, they will leave and an invoice for 50% of the total cost of the clean will be applied. Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time and it is for this reason

that we do not provide exact arrival times, however a timeframe can be given.

4. Business hours/Holidays/Weather:

- ✚ Phone/Office hours - We are available by phone 7 days 9:00am – 5:00pm; if we do not answer leave a message and we will call you back as soon as possible.
- ✚ Snazzy Cleaning and Housekeeping can not provide time specific calls, we can provide an estimated arrival time that is subject to change.
- ✚ Snazzy Cleaning and Housekeeping are available for cleaning Monday – Friday. We are also available Saturday, Sunday and public holidays for an additional charge. If you are taking a holiday or do not require cleans for a period ie. School holidays, please let us know as soon as you do. Less than 7 days' notice may result in an invoice being issued for your scheduled clean. By providing notice we can schedule our clients according to their requirements.
- ✚ On days of "Severe" or "Extreme" fire danger rating we may be unable to attend your clean. A decision will be made on the day and we will do our best to reschedule to our next available time. On days of predicted "Code Red" all cleans will be cancelled. Same discretion applies in dangerous weather conditions, where warnings have been issued. Snazzy Cleaning and Housekeeping will not be liable for cancellation on these days.
- ✚ On days over 30° please set your air conditioning to 21°-24° prior to our arrival. We are happy to re-adjust or switch off according to your instructions.

5. Photography and advertising Policy

- ✚ Snazzy Cleaning and Housekeeping teams are instructed to take before and after photos of the property. The reason for this is to protect both you as the client and our staff.
- ✚ Snazzy Cleaning and Housekeeping ask that these photos can be used for advertising purposes on our website and our Facebook page. Snazzy Cleaning and Housekeeping takes your privacy seriously and will not share any photos that have identifying features.

6. Guarantee Policy:

- ✚ Your satisfaction is our #1 priority.
If within 24 hours you are not satisfied, Snazzy Cleaning and Housekeeping will come back to re-clean said items at no additional charge.

7. Termination:

Either party can terminate services with 48hrs notice (unless otherwise specified above). All past due payments must be paid immediately.

Agreement

I understand that before and after photos will be taken for Snazzy Cleaning and Housekeeping records.

I _____ do/do not consent to these photos being used for the purpose of advertising on Snazzy Cleaning and Housekeeping's website and Facebook page.

By signing below, you acknowledge that you agree to the terms outlined above.

Name _____

Signed _____

Date _____