

TERMS AND CONDITIONS



QUOTATION AND PRICING

- a. **Blue Cleaning Group will confirm the price with the Client and Client will pay before work commences.**
- b. Multi/double story property or large properties will be additional cost
- c. Bad condition property or carpet with stains will be additional cost
- d. Furnished properties pr appliances left to be cleaned will be additional cost.
- e. In order to clean light fittings, fly screens and other items which need to be removed- they will have to be fairly easy to remove & install
- f. Properties, which are found in a very bad condition, may take 2 days to completion. Dirty cleaning surcharge will be applied accordantly.
- g. Windows furnishing such as blinds or curtains are not included in this package price.
- h. Wall marks and dirt are limited, if we have to wash walls, we will have to apply an additional charge - ceiling is excluded
- i. All outside areas are excluded, except windows.
- j. Floor Tile/Wall tile grout cleaning- Note: We clean grout, but it will not possible to return it to 'As new' colour.
- k. Clean ceiling fans and light fittings is included in this quote however Down lights or any other light fitting which are hard to come off or need to be unscrewed, we will not be able to clean unless is removed



i. **Pricing** - The actual price payable by the Client is the quoted price provided by **Blue Cleaning Group**. We reserve the right to amend the initial quotation, should the Client's original requirement change or upon inspection of the property by **Blue Cleaning Group**.

1. The quote we provide over the telephone, website or via email, is an estimate only based on **Blue Cleaning Group's** experience, without inspection, and based on information provided by the Client to **Blue Cleaning Group** at the time of quotation and/or booking process and are based on the size of the house and on the number of rooms in the advertised "per room" quota, ie 4bedrooms + 2 bathrooms. For bedrooms bigger than 20 square metres and living rooms bigger than 40 square metres, the price will increase accordingly.

2. Hourly Prices quoted either telephone, email or booking online will include the number of hours the Service to be rendered and the Job description by priority areas to be cleaned agreed by the Client.

3. If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the paid quote price provided by **Blue Cleaning Group** (due to: Extra rooms or areas to clean were not included in the job order at the time of booking; or, if the condition of the premises requires more time due the status of the Premises, and **Blue Cleaning Group** were not informed of, during the quotation and/or booking process; or if cleaning requirements deemed to be different from the information provided or if absence of any specific instructions or unclear definable descriptions by the Client), **Blue Cleaning Group** will contact Client to provide with the option to pay an increased or additional fee to complete the Service. Otherwise **Blue Cleaning Group** will stick to the paid quoted price "per Client agreed priority areas to clean within the allocated time specified or booked" without the Service being completed



BLUE
CLEANING GROUP
PTY LTD

CARPET STEAM CLEANING

- Price is quoted per square metre or per room plus set up fee.
- The Carpet cleaner will inspect the carpet or upholstery before Service commences.
- Client is to provide the cleaner with access to all services and utilities.
- Rooms less than 14 square meters will count as 1 standard room. Rooms over 14 square meters but under 28 square meters will count as 2 standard rooms.
- Any extra rooms or areas that Blue Cleaning Group was not told about at the time of cleaning will be left uncleaned or will be cleaned at an extra charge. Blue Cleaning Group will contact the Client to give the Client the option to pay the additional charges or left uncleaned. Client must ensure to provide Blue Cleaning Group the correct contact number or correct mobile number to call or to send our SMS text messages.
- Staircase are quoted per step with a maximum of 15 steps. Any additional steps will be an additional charge. Blue Cleaning Group will contact the Client to discuss the additional steps charges and will give the Client the option to pay for the additional charge or left it undone. Client must ensure to provide Blue Cleaning Group the correct contact number or correct mobile number to call or to send our SMS text messages.
- Upholstery cleaning prices are per seating position and are subject to the condition of the upholstery. Additional charges may apply for recliners, ottomans, chaises and loose cushions.
- If carpet is heavily soiled and didn't disclose by client at the time of booking, Blue Cleaning Group will advise Client of the condition of the carpet and the suggested extra procedure needed like industrial cleaning or heavy cleaning. Additional charges will be added. However, Client has the choice to not to use heavy or industrial cleaning and just happy to go ahead with light cleaning.
- If the property is a two (2) storey and wasn't disclosed at the time of booking, Blue Cleaning Group will contact the Client to discuss the additional charges and will give the Client the option to pay for the additional charge or left it undone. **Lifting and handing fee** will be applied in properties where there is NO LIFT. \$20 per level for heavy equipment such as Carpet steam machine or Grout cleaning

WINDOW CLEANING

1. Client is to provide the cleaner with access to all services and utilities.
2. We will endeavour to clean all windows requested, however if Cleaner deems any window/s to be inaccessible or unsafe to clean, Cleaner will leave the particular window or all windows uncleaned. **Blue Cleaning Group** will contact Client as soon as possible. Client must ensure to provide **Blue Cleaning Group** the correct contact number or correct mobile number to call or to send our SMS text messages.
3. Should our window cleaners be unable to access any part of your property or premises due to locked gates, etc, we will only clean the accessible areas, such as the front and side outside the building if they are also accessible. This will typically be charged \$100 (Full deposit) We will be unable to return to clean the restricted are until the next scheduled clean. To avoid this, Client must ensure to provide **Blue Cleaning Group** the correct contact number or correct mobile number to call or to send our SMS text messages.
4. Security screens that are fixed with rivets or rusted in place, or windows covered by spiky plants (such as bougainvillea), for example, we will only clean the accessible areas.
5. While our Cleaners are covered by insurance for the normal part of their work, our Cleaners are not permitted to move obstacles such as, but not limited to, flowerpots, garden furniture, artworks or sculptures, awnings or outdoor blinds, sails or large outdoor umbrellas, etc. Any obstacle that restricts access to any areas of your property/premises will not be cleaned. — Pty Ltd —
6. Please do not ask our window cleaners to carry out unsafe working practices. They do not use high ladders or climb on or over roofs and garages, do not remove plants, cannot break screens or other coverings to access a window, or perform other activities that could potentially lead to harm (of themselves or others).

Please also note Blue Cleaning Team would assess your property before cleaning. If the cleaner assign to clean your property finds areas that need more work, one of our supervisors would give you a call to negotiate extra work involve.

THE CLIENT REPRESENTS AND WARRANTS THAT

- a. it will provide a safe working environment at the Premises for the Cleaner to perform the Service;
- b. the Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service;
- c. it will provide the Cleaner with access to all services and utilities (including hot and cold water, electricity, rubbish bins and water taps outside the building) as required by the Cleaner to provide the Service;
- d. it will advise Blue Cleaning prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers;
- e. it is authorised to use the Premises and obtain the provision of Service;
- f. if the Client requires the Cleaner 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;
- g. 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;
- h. it will secure the safety of animals at the time of cleaning as animals may react to vacuum cleaners or carpet cleaners or any cleaning machine to use by the Cleaner/s to perform the service or uses being used by Window cleaners. Client must make sure that the floor surface is clear from any obstructions otherwise, it will only be cleaned around. Heavy equipment or furniture present, floor will be cleaned around only.

Any questions please do not hesitate to contact us on number 02 61300 966

Pty Ltd