

TERM & CONDITIONS

This website is governed by the terms & conditions set forth below. By using this website, you agree to comply with and be bound by these terms and conditions. You may not use this website and should exit it now if you do not agree with these terms of conditions. **Total Cleaning RC PTY LTD** may make changes to this website, including these terms and conditions, at any time without notice. You agree to be bound by the current version of these terms.

Cancellations: Total Cleaning requests cancellation before 5 PM the day before the scheduled appointment. All phone, chat or E-Mail cancellations or rescheduling after 5 PM the day before the appointment will be charged \$70. Anytime our cleaners are denied access to the place at the time of cleaning (due to a customer no-show or lock-out) you will be charged our minimum service of \$109.

Payments: . All payments must be made before the cleaning or immediately after our cleaners finish, before they leave your home or place. Any late payments will be assessed a \$25 fee.

Flat Rate Pricing: Total Cleaning offer flat rate pricing depending on the size of the home, though we reserve the right to adjust the price for fairness if your home or place is larger, has copious amounts of pet hair or messier than normal.

Negative Reviews: Total Cleaning requires 7 days to fix and resolve any and all issues and problems before relating negative feedback on any public website. This includes, but is not limited to, Google +, Facebook, etc.

Moving Heavy Furniture: Due to safety concerns, Calibre Cleaning will not allow it's cleaners to move / lift heavy items or furniture. If you would like us to clean behind large appliances (e.g. stove, fridge) or furniture (e.g. couch), please move them prior to our arrival.

Recurring Cleans: Booking in a recurring clean (weekly, fortnightly or monthly) locks you in for a minimum of 3 cleans. If a recurring clean is cancelled without a mutually agreed upon reason by yourself and Total Cleaning before 3 cleans have been completed, a charge of the difference on the completed discounted cleans and pre discounted cleans will be made.



We are Offering The Best Service for You



03 9429 6636

0403 190 546

0434 051 270

Ask any question



totalcleaningmelb@gmail.com