



Questa Property Services was created by our family to help customers keep clean, healthy homes and businesses. We feel that mutual respect and clear communication are the keys to maintaining the great relationships that we have with our customers. For this reason, we have written terms & conditions. Please take time to read and ask if you have any questions.

- Wear & tear incur on properties over time. This means sometimes even when cleaned, certain parts of the property will not be able to achieve best finish (walls, tiles, fixtures, cabinets, window/door frames, balconies etc). This often occurs in older properties and must be acknowledged that they require rectification above cleaning services.
- If property is heavily soiled or neglected for long period, we will try to give it best possible results, but it must be acknowledged that it might require rectification above cleaning.
- Our cleaners are not required to move heavy objects due to Health & Safety, more than 15kgs. This apply to items which are difficult in both size and shape but may not be more than 15kgs.
- We don't clean areas that pose a safety risk (heights, exposed metal, rust, damaged power supply cords or any other health & safety hazard that is observed).
- We don't clean above 3m height unless prior booked.
- For the end of lease cleans the property must be completely empty or additional fees will apply for personal effects or rubbish having to be removed.
- For new properties that require initial clean all trades need to finish before cleaning starts. If other trades are still working, we cannot guarantee quality of work, will not be responsible for any damages and might have to charge extra fee.
- For regular house cleaning property needs to be tidy otherwise we cannot guarantee quality of work or might have to charge extra fee.
- There must be running hot/cold water & electricity available in every property we service. We do not guarantee quality workmanship at the property where these are not available. Extra fee will apply if we have to reschedule or have to improvise work without these.
- If paid parking is required by the cleaner this will be added to the final invoice.
- If quote was provided over the phone or email price remain a guide only. Additional costs may incur if the property is heavily soiled, is larger than first described or larger than average for the building type or size or requires more complex cleaning method.
- If quote was provided after property visit price remain final unless property has been altered since quote was provided.
- If cleaning is cancelled within 24 hours of a jobs start time Questa Property Services has the right to request full payment or part thereof as cancellation fee.
- Payment is required upfront unless otherwise agreed. This can be either cash, credit card or banks transfer. Failure to pay on the agreed day will incur late payment fee, which is \$15 excl. GST for every day being late.