



LUVENIT CLEAN PTY LTD

WWW.LUVENITCLEAN.COM.AU

Terms & Conditions

July 1st 2025

LUVENIT CLEAN PTY LTD INTRODUCTORY INFORMATION

We deliver a premium, professional cleaning service with the personal touch only a family-owned and operated business can provide. With over 10 years of consistent 5-star reviews, we've built a reputation for reliability, attention to detail, and exceptional customer care.

Our hand-selected staff are fully trained in all aspects of cleaning, ensuring consistency and excellence every time. Every team member is thoroughly vetted, background checked and committed to upholding our high standards.

We specialize in:

- **Commercial & Business Cleaning**
- **Exit and Inspection Cleans**
- **Domestic Cleaning**

Understanding the importance of proper procedures and seamless service, we aim to take the stress out of your day so you can focus on what matters most. We are fully insured, GST registered and provide clear invoicing after every service.

Proudly recognized as an **Award-Winning Business**, we were runners-up in both **Business of the Year 2024** and **Best Customer Service 2024**—a testament to our commitment to quality and customer satisfaction.

BOOKING INFORMATION:

CLEANERS

To ensure familiarity, consistency, and continuity, all recurring bookings are assigned to a dedicated team member. This allows you to build trust and enjoy a seamless experience with someone who understands your space and preferences.

In the rare event your regular cleaner is unavailable (e.g. due to illness), we will do our best to assign another fully trained team member to cover your service and avoid any disruption.

PRODUCTS AND EQUIPMENT

We provide all our own **professional-grade** equipment and use **eco-friendly** cleaning products as part of our commitment to both your health and the environment.

Stronger chemicals are kept on hand and may be used when necessary, depending on the task at hand or upon request.



LOUISE@LUVENITCLEAN.COM.AU



PROUDLY SOUTH
AUSTRALIAN

1300 588 364

CLEANING SPECIALISTS

Please note: many people associate the smell of bleach or strong fragrances with cleanliness. As we prioritise non-toxic, eco-friendly products and limit the use of bleach, you may not notice that traditional “bleach-clean” scent. We also **do not** use carpet deodorisers, as these can sometimes mask rather than treat underlying issues.

Our cleaners **will not** use products and equipment outside of the Luvenit Clean kit to ensure consistency, safety and quality across all services.

Rest assured, our focus is always on delivering a truly clean, safe, and healthy environment.

BOOKING TIMES

Our **minimum booking time is 3 hours**, which typically covers a basic maintenance clean for a smaller home (e.g. 3 bedrooms, 1 bathroom, a small kitchen, and 1 living area).

We pride ourselves on delivering a **detailed, high-quality clean**—not a rushed, average job. There’s always something to clean in a home, and we are meticulous in our approach to ensure outstanding results every time.

Estimated Cleaning Times by Home Size

- **3–4 Bedroom / 1 Bathroom** – 3 to 3.5 hours
- **3–4 Bedroom / 2 Bathrooms** – 4 to 4.5 hours
- **Larger Homes** – 5 to 6+ hours

Please note:

First-time cleans may take longer as we bring your home up to our standard. A little flexibility in the initial appointment helps us deliver the thorough service we’re known for.

TASK BREAKDOWN & APPROXIMATE TIME GUIDE

Below is a general guide to how long each cleaning task may take. These times are **estimates only**, as actual time required can vary based on the condition of the space, size, and specific client needs.

<u>Task</u>	<u>Approx. Time</u>
Kitchen Detailing	1 hour
Butler’s Pantry	Up to 1 hour
Bathroom Detailing (each)	45 minutes (0.75 hrs)
Cobweb Removal, Dusting, Skirtings, Windowsills, Prep for Floors & General Tidying	30 minutes (0.5 hrs)
Laundry	15 minutes (0.25 hrs)
Vacuuming & Mopping	1 to 1.5 hours (depends on floor size and number of hard floor areas)

Please Note: These are **approximate** durations. Many factors can influence how long tasks take, including home layout, cleanliness level, and any additional detailing required.



PRIORITY DUTIES

The following areas are prioritised during each clean to ensure core spaces are thoroughly maintained:

Core Priority Tasks:

- Detailed **kitchen clean**
- Detailed **bathroom(s)** and **toilet(s)**
- **Laundry** (if requested)
- **Vacuuming** of all floors
- **Mopping** of all hard floors

As Time Permits:

Additional areas will be cleaned based on time available and the specific needs of your home:

- Cobweb removal
- Skirting boards
- Wiping of light switches and power points
- Dusting of bedrooms, living areas, and windowsills
- General tidy-up, including **fluffing cushions**

Our cleaners work efficiently and thoroughly. If certain areas require extra attention, we'll always prioritise what matters most to you. Let us know if you have specific preferences or instructions for your service.

INVOICING AND RATES

- Our rates are billed **per hour**, per cleaner plus GST (between the hours of 6am-6pm)
- **Team Cleans Available:** For larger jobs such as exit cleans, we can assign a team of cleaners to ensure the work is completed efficiently and to a high standard.

Please note:

Bookings outside of our standard operating hours (6am-6pm) will incur penalty rates.

PAYMENT TERMS

- **Payment Method:** Electronic payments only — *we do not accept cash*
- **Terms:** Payment is required **upon completion** of each service (COD), unless otherwise arranged

NDIS CLIENTS

- **GST-exempt**
- **Discounted rates available** — please enquire for more information

All services are invoiced **immediately following completion**. A formal invoice will be forwarded to you and will include our **banking details** for easy payment processing.



CANCELLATION POLICY

We kindly require **48 hours' notice** for any cancellations. If less notice is given, a **cancellation fee** will apply:

- **Fee:** 50% of the scheduled booking time (minimum charge: 2 hours), plus a **travel fee** if the cleaner has already commenced travel.
- If staff arrive at your home and are **unable to perform their duties** due to factors beyond our control (e.g. locked house, no key left, appointment forgotten), this is also considered a **late cancellation**, and the same fee applies.

REQUESTING EXTRA SERVICES

If you'd like to add any **extra tasks** to your scheduled service, these **must be communicated in advance** to:

Louise Perry

Managing Director – *Luvenit Clean Pty Ltd*

This ensures:

- Sufficient time is allocated for your booking
- The correct equipment and cleaning products are brought
- Tasks are properly recorded in our job notes

Please **do not leave written notes or verbal requests with your cleaner on the day** for additional tasks not previously approved. This helps avoid disappointment, as:

1. We may not have the necessary tools or products on hand
2. There may not be enough time allocated to complete the extra work

STANDARD CLEAN VS HOUSEKEEPING / DOMESTIC ASSISTANCE

It's important to distinguish between a **standard clean** and **housekeeping/domestic assistance**:

- **Housekeeping** includes:
 - Tidying benches and surfaces
 - Picking up items off the floor
 - Handwashing dishes
 - General home organisation tasks
 - Linen Changes
 - Laundry Services (including washing/drying/ironing)

These services require **additional time** and should be **requested in advance** so we can quote and schedule accordingly.

To ensure a thorough and satisfying clean, we kindly ask that **surfaces are cleared** prior to our arrival, unless housekeeping services have been requested as part of your booking.



THINGS WE WILL NOT DO

1. Tasks at Height:

- We follow the **Work Health Safety Act 2012**, which limits work at height. If a surface or object cannot be safely reached using a **2-step platform ladder**, it will be excluded from cleaning.
- Please inform us **at the time of booking** if you require cleaning tasks at height so we can bring the appropriate equipment.
- **We cannot clean ceilings or cornices**, except for cobweb removal using a cobweb broom.

2. Footwear Policy:

- For health and safety reasons, our staff **will not remove their shoes** when entering your property, as per the Work Health Safety Act 2012.

3. Oven Cleaning:

- Internal oven detailing is **not included** in a standard clean.
- This service is available as an **extra task** at an additional cost and must be booked separately.

4. Moving Heavy Furniture:

- Our cleaners **will not move heavy furniture**.
- We clean as far under couches, beds, and similar furniture as possible while standing.
- If you need areas beneath furniture cleaned (e.g. under a bed), please move these items prior to our arrival to allow clear access.

POWER & WATER

You are responsible for ensuring safe and accessible power and water are available for the duration of our services.

DAMAGE DISCLAIMER

We take care to provide our services with due skill and care. However, we are not liable for damage to items that are fragile, improperly secured, previously damaged, or for damage that may occur as a result of normal cleaning processes.

DEEMED ACCEPTANCE

If you do not inspect the work or provide feedback, the work will be deemed accepted, and the final invoice will be due as per the payment terms.

POST-SIGN-OFF ISSUES

Any issues arising after sign-off will be considered a new service request and may incur additional charges.



FORCE MAJEURE

We will not be liable for any failure to perform or delay in performing our obligations under this Agreement due to events beyond our reasonable control, including but not limited to acts of God, natural disasters, pandemics, government-imposed restrictions, strikes, labour disputes, or equipment failure. If such an event prevents or delays us from providing the agreed services, we reserve the right to reschedule or cancel the Agreement.

INDEMNIFICATION

You agree to indemnify and hold us harmless from any claims, damages, or expenses, including legal fees, arising out of or related to:

- a. unsafe or hazardous conditions at the worksite that were not disclosed prior to the commencement of services;
- b. damages caused by you, your agents, or third parties during or after provision of services

OUR SERVICES AGREEMENT

By confirming a booking with us, you (the client) acknowledge and agree to all the **terms and conditions** outlined above. These terms come into effect **immediately upon confirmation** of your booking.

If the **size, condition, or scope of work** differs significantly from what was discussed or quoted during the booking process — or falls **outside the scope of a standard service** — additional charges will apply.

In cases where we **exceed the allocated booking time** due to inaccurate or incomplete information provided, additional time will be **billed accordingly**.

To ensure accurate quoting and efficient service, we kindly ask that you provide as much **accurate and detailed information** as possible at the time of booking.

LATE PAYMENT FEES

Payment is due **on the day of service**. If payment is **not received within 3 days**, a **\$25.00 late fee** will be added to your account.

- **Additional late fees** will be applied **weekly** until the invoice is paid in full.
- **Luvenit Clean Pty Ltd reserves the right** to refer overdue invoices to a **debt collection agency**.
- In such cases, **collection fees and interest charges** will also be added to the outstanding balance.

PUBLIC HOLIDAYS & WEEKENDS

- **We do not operate** on public holidays or weekends by default.
- If you require a service on a **public holiday or weekend (Saturday/Sunday)**, please contact us in advance to discuss availability.
- **Surcharges apply** for services scheduled on these days.



CLEANING TIMES

While we strive to maintain punctuality, **booking times may vary slightly** due to factors such as traffic, prior job extensions, or unforeseen delays.

We appreciate your **flexibility and understanding** in these instances and will communicate any delays as soon as possible.

INTERNAL CLOSED DOOR POLICY

If you are **not home during your scheduled clean**, we follow a **closed-door policy** for your privacy and security.

- Any **closed rooms will not be entered** unless **prior arrangements** have been made or instructions given.
- Please ensure any areas you'd like cleaned are **accessible and left open**.

RIGHT TO REFUSE SERVICE

The **health, safety, and wellbeing of our staff** is our top priority. We reserve the right to **refuse or discontinue service** in any situation that may compromise the safety or comfort of our team.

- In such cases, cleaners may **avoid specific areas** at their discretion or, if necessary, your **booking may be cancelled**, and applicable fees will be charged.
- Situations may include, but are not limited to unsafe environments, aggressive behaviour, or unsanitary conditions beyond the agreed service scope.

PHOTOGRAPHY

To maintain quality assurance, our cleaners may take **before-and-after photos** during and after your service.

- These photos serve as **proof of work completed** and may also be used for **marketing or social media** purposes.
- Personal and identifiable items such as **family photos or private belongings** will never be visible in shared media.

HOT WEATHER POLICY

On days when the **forecast exceeds 25°C**, we kindly ask that you **allow access to air conditioning or fans** while our cleaners are working.

- Our team will ensure all units are **turned off before leaving**, unless instructed otherwise.
- In cases of **extreme heat or humidity**, staff reserve the right to **pause or discontinue the service** if working conditions become unsafe.



PETS

We are a **pet-friendly service**, and we understand that pets are part of the family. However, for the safety of both our team and your animals:

- You must advise us in advance if pets are present at the property
- Pets must be **secured and contained** during your scheduled clean.
- While we will do our best to ensure pets remain safe and indoors, **we cannot take responsibility** for their wellbeing, particularly if they are frightened by equipment (e.g. vacuum noise) or attempt to escape when doors are opened.
- We will not be responsible for any injury to pets or damage caused by **unsecured** animals

WHAT WE EXPECT

To help your service run smoothly and ensure the best possible results, we kindly ask that the following conditions be met on the day of your booking:

- **Easy and unobstructed access** to the property
- **Pets** are kept outdoors or safely contained
- **Floors are clear** of toys, clothing, and other loose items
- **Benches are free of dishes and clutter**, unless you've booked a **housekeeping service**

Untidy spaces can hinder our ability to perform our duties to a high standard and may result in an incomplete clean. If you would like tidying or housekeeping included, please let us know in advance so we can schedule the appropriate time and staff.

OUR GUARANTEE

We are committed to providing **exceptional service** every time. If you are **not satisfied** with the outcome of your clean:

- Please notify us **by midnight on the day of your service**
- Forward supporting photos to: louise@luvenitclean.com.au

We will make every reasonable effort to resolve the issue. Please note:

- If you **rectify the issue yourself** or **fail to notify us** within the timeframe, we will consider the service completed, and **full payment will be required**.
- If the condition of your home **was not accurately disclosed**, or you **requested extra tasks** that were not pre-approved, or **booked a service that doesn't match your needs** (against our recommendations), we **cannot be held responsible** for an incomplete result. **Full payment will still be required**.

PRIVACY POLICY

All client information collected by Luvenit Clean Pty Ltd is handled in accordance with the **Privacy Act**. We take privacy and confidentiality seriously and enforce strict internal policies to protect your data.

By engaging our services, you accept these terms and acknowledge our compliance with **Work Health and Safety Regulations 2012**.



ENTIRE AGREEMENT

These Terms and Conditions supersede all previous agreements or understandings and form the entire agreement between the parties.

BOOKING IN

If this sounds like the service you've been looking for, we'd love to hear from you!

📍 Head to our "**Get an Estimate**" tab at the top of the page

✉️ Or contact:

Louise Perry

📞 1300 588 364

✉️ louise@luvenitclean.com.au

