

Eco Touch Cleaning Pty Ltd

Client Terms and Conditions – 2026

Effective Date: 1 January 2026

By engaging Eco Touch Cleaning Pty Ltd ("ETC", "we", "us"), you agree to the following Terms and Conditions. These terms are designed to clearly set expectations, protect both parties, and support a professional, safe, and high-quality service.

1. Scope of Services

Services are provided in accordance with the inclusions list and quote supplied at the time of booking. Only tasks specifically listed in your quote or inclusions list are included in your service. Any additional tasks must be requested in advance and may incur an additional fee.

ETC operates on a package-based service model. Pricing is based on the agreed scope of work, not time spent on site.

If a customised quote is provided, only items listed in that quote will be completed. Requests for additional or unquoted items during a service may be declined and will require re-quoting for a future visit.

2. Booking Confirmation and Scheduling

- Booking reminders are sent via Servis.
- Reminders are issued one day prior to your scheduled service.
- Quotes are provided following an in-home assessment and sent to the client for approval prior to services commencing.
- Invoices are issued via Xero, generally one day prior to your service.

Scheduled times are approximate. Our team may arrive up to 10 minutes before or after the scheduled time due to traffic, weather conditions, or operational requirements.

3. Payment Terms

- Payment is due on the day of service unless prior arrangements have been made.
- Accepted payment methods are bank transfer and automatic payment via Stripe (fees apply).
- Late payments incur a \$12 charge per 24-hour cycle overdue, commencing after the service date.

ETC reserves the right to suspend or cancel services due to ongoing late or failed payments.

4. Cancellations and Changes

Single Service Cancellations

- No fee applies for cancellations with at least 48 hours' notice.
- Cancellations made with less than 48 hours' notice incur a 50 percent service fee.
- Same-day or morning-of cancellations incur the full service fee.

Ongoing Services (Permanent Cancellation)

A minimum of one week's notice is required to cancel ongoing services. If less notice is provided, the full cost of the next scheduled service remains payable.

ETC may waive cancellation fees at its discretion based on individual circumstances.

5. Access to Property

- Full and safe access to the property is required at the scheduled time.
- Working electricity and running water must be available.
- If access is not provided, a \$100 lockout fee applies after a 15-minute wait. This fee is to cover staff wages and loss of allocated service time. This fee applies regardless of whether the service is able to proceed.

If a door to any room is closed at the time of service, our team will not enter or clean that room unless prior permission has been given or it has been specifically stated in writing beforehand.

6. Client Preparation and Clutter

To allow our team to focus on cleaning, clients are asked to ensure floors, benchtops, and service areas are free from excessive clutter.

If clutter restricts access to areas, cleaners will clean around items or service time may be reduced accordingly. Tidying services are not included unless pre-arranged as an additional service.

ETC is not responsible for missed areas where access is restricted due to clutter, personal items, or furniture placement.

7. Cleaning Products and Equipment

ETC supplies all equipment, tools, and eco-friendly cleaning products. Equipment is cleaned and sanitised between homes.

For insurance and safety reasons, ETC does not use client-supplied equipment or cleaning products. Our staff are trained exclusively on ETC systems and equipment, and we are not insured for the use of client-owned equipment.

8. Items We Do Not Clean

- Mould removal from walls, ceilings, or structural surfaces.
- Heavy or bulky furniture such as beds, bookcases, fish tanks, or large appliances.
- Pet waste, including urine, faeces, or vomit, unless pre-arranged as an additional service.

Light surface mould on bathroom silicone or tiles may be lightly cleaned as part of a regular service, however full removal is not guaranteed.

9. Pets

We love pets, however for safety reasons pets must be secured or supervised during our visit.

ETC cannot be held responsible for pets escaping during the service or for pet-related incidents where pets are not adequately secured.

10. Weather Conditions

By agreeing to use Eco Touch Cleaning services the customer agrees to allow our employees to use both heating and cooling resources to help provide a safe workspace. (Fair Work Act)

11. Breakage/Damage & Loss Policy

Eco Touch Cleaning is a fully registered, tax paying company with documented processes and policies reinforced by regular training, we also carry both the right coverage and right types of insurance to be considered a compliant business. This means every reasonable step has been taken to protect against personal liability (theft, damage) and public liability (accident). In saying this nothing is foolproof so please advise our team if there are any issues regarding the house i.e., faulty switches, cracked glass etc. to help us navigate any potential issues.

By agreeing to use Eco Touch Cleaning, the customer agrees to view any potential theft or malicious damage as the action of the individual and not the company as a whole, as well as to bring any/all concerns directly to Eco Touch Cleaning Management as well as refraining from making posts or comments in any public forum that may negatively impact Eco Touch Cleaning either directly or indirectly. All concerns must be brought to Management immediately and not longer than 24hr passing.

12. Damage and Liability

ETC holds Public Liability Insurance and Workers Compensation Insurance.

Damage caused by proven negligence will be repaired or compensated. Claims must be reported with supporting photos within 24 hours of the service.

ETC is not responsible for damage resulting from pre-existing conditions, normal wear and tear, faulty fixtures, loose fittings, aged materials, or items not designed for regular cleaning.

13. Staff Safety and Conduct

ETC has a zero-tolerance policy for abusive, aggressive, discriminatory, or inappropriate behaviour toward staff.

If a team member feels unsafe or disrespected, services may be cancelled immediately, with the full service fee remaining payable.

Further action, including permanent termination of services or legal reporting, may be taken depending on severity.

14. Right to Refuse or Terminate Service

ETC reserves the right to refuse, suspend, or permanently terminate services at any time due to:

- Repeated or unreasonable complaints
- Repeated late payments
- Ongoing cancellations or rescheduling
- Unsafe, unsanitary, or hazardous conditions
- Access issues or lockouts
- Misleading or incomplete information provided at the time of quoting
- Health and safety risks to staff
- Behaviour that undermines trust, professionalism, or the working relationship

Where ETC determines that the working relationship is no longer suitable, services may be terminated without further obligation to return to the property. In such cases, completed services remain payable and no refunds will be issued for services already delivered. Where appropriate, ETC may offer a credit at its discretion, however this does not constitute an admission of fault.

15. Non-Solicitation of Employees

By Booking with **Eco Touch Cleaning**, you are entering an agreement not to solicit any of our staff for any reason. We appreciate that you value the highly professional quality that our team brings but please be aware that substantial time, effort, and money has been invested in each team members development and support.

16. Media and Photography

Before-and-after photos or videos may be taken for quality assurance and marketing. No identifying personal information will be included.

Clients may opt out by notifying **Eco Touch Cleaning** in writing prior to the first service.

17. Pricing Adjustments

ETC reserves the right to review and adjust pricing. Pricing increases are typically implemented annually around July to align with government wage increases, superannuation changes, and rising operational costs. A minimum of 14 days' written notice will be provided prior to any pricing adjustment.

Pricing adjustments do not apply where incorrect or misleading information was provided at the time of quoting.

18. Intellectual Property

All ETC checklists, systems, processes, training materials, and documentation remain the intellectual property of Eco Touch Cleaning Pty Ltd and may not be copied or distributed without written consent.

19. Privacy

All personal information is handled in accordance with the Australian Privacy Act. Client information is kept confidential and used only for service delivery and administration.

20. Acceptance of Terms

Engaging ETC services confirms acceptance of these Terms and Conditions. These terms form part of your service agreement and apply to all services delivered from 1 January 2026 onward.

21. Post-Termination Communication

Once services have been terminated by either party, ETC is under no obligation to continue correspondence beyond confirming termination, outstanding balances, or credits issued. Repeated or unreasonable contact after termination may not receive further response.

For questions, please contact:

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Phone: 0407 911 100