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Dear Clients,

Welcome to 2easy Cleaning,

Thank you for choosing us for your cleaning/housekeeping service. Our business is based on mutual care & respect for each other, working together to achieve the highest cleaning, presentation & customer satisfaction results possible.

We have a two hour minimum clean time and every client must provide a reliable working vacuum for us to use.

We have strict policies regarding sick family members, hygiene, general cancellation conditions, key access & payments.

**Please make yourselves familiar with our terms and conditions below:**

Please make sure you let us know by 7.30am if you or a family member is unwell on your scheduled cleaning day. You can call & leave a message or text us on 0409 649 368.

**Any gastro symptoms will mean an immediate cancellation** so please be upfront & honest when communicating. We will then discuss the symptoms with the staff member assigned to your clean & confirm with you soon after if they are comfortable attending depending on the symptoms involved.

Please note that if we arrive to clean & you haven't notified us of any illness we have every right to refuse your clean & you will be charged for the clean at your usual invoiced rate, usual payment terms apply.

Please remember that we too have busy families & any illness affects both home & work life for us all. If a staff member is unwell & unable to work on your scheduled day, we will always try to arrange another staff member to attend or arrange another day at a mutually agreed convenience.

Please allow 24 hours' notice if you wish to cancel you're scheduled clean for any other reason. Several of our staff travel great distances and rely on the allocated amount of hours work for the day. We often have a client waiting list & can fill your place if given enough notice. Failure to do so will result in you will be invoiced in full for your clean. Usual payment terms apply.

**Gaining Access to your home:** It is imperative that our staff have access to your home on the day of your scheduled clean and that we are advised of any changes to the length of the clean required in advance. A lot of time is spent scheduling & mapping out a sensible route for each day based on your timeframe requirements.

Please remember to always leave your communication book out & up to date for our staff, **this is very important**, particularly if we need to send another staff member that has not cleaned for you before, we don't want them wasting time on tasks that are not important to you. We much prefer to get the best use out of your priority list.

Just a reminder to please make sure your **payment is made within 24 hours of your clean**. You can either pay on your invoice which will be received via email after your service, you can set up an automatic direct deposit payment with your surname as a reference on the day of your clean or go to our website to pay using Visa or MasterCard. We pay our staff weekly so please ensure these terms are adhered to.

If your invoices remain unpaid, not only will you miss out on your next scheduled clean, all future cleans will be required to be paid in full prior to any clean proceeding. We have every right to refuse your service if our terms are not met.

**Personal Hygiene:** If you would like bed linen to be changed please remove the sheets etc from the bed & leave the clean linen out for us. Personal Sanitary items & nappies must be wrapped and disposed of in the rubbish bin, any bin that is open and visible to our staff with items unwrapped will not be emptied, this complies with OH&S and is simply common courtesy.

Thanks for your time, we appreciate your business & look forward to offering you our chemical free cleaning services.