

TERMS AND CONDITIONS OF SERVICE

AZACO Cleaning Solutions | Website: azacocleaningsolutions.com.au

Effective Date: August 2026 | Jurisdiction: Queensland, Australia

1. Agreement & Tailored Service Model

- **1.1. Agreement:** By approving a customized quote or booking any residential service with AZACO Cleaning Solutions ("the Business"), the Client ("you") agrees to be bound by these Terms and Conditions.
- **1.2. Customized Service Model:** The Business operates strictly on a **tailored, individual quotation model** rather than rigid fixed packages or standard hourly cleaning. Every service is built around your specific property requirements, requested inclusions, and priority tasks (e.g., sheet changes, toy organization, or specific room focuses).
- **1.3. Service Inclusions & Scope:** Your service scope is defined by the custom service checklist agreed upon during the quoting process. Cleaning specialists will complete the itemized tasks prioritized for your visit. Additional tasks requested on-site outside the original quote may require an updated price estimate or prioritized trade-offs within the shift.

2. Quotations, Service Agreements & Payment Terms

- **2.1. Upfront Quotation & Agreement:** Once your custom quote is generated and accepted, a formal **Service Agreement** will be sent to you. Work will be scheduled upon receipt of your signed agreement.
- **2.2. Invoicing & Payment Timeline:** Invoices are emailed directly to the Client upon successful completion of the service. Payment is due **no later than seven (7) days** from the job completion date.
- **2.3. Special Payment Arrangements:** We understand that unexpected situations occur. If you require alternative payment terms or are experiencing special circumstances, you must contact AZACO Management to request and agree upon an extension **prior to the 7-day due date**.
- **2.4. Late Payment Fees:** Invoices remaining unpaid after seven (7) days without prior written agreement will incur a late payment fee of **\$25.00 AUD**, along with any reasonable recovery costs should collection agency or legal intervention be required.
- **2.5. Proof of Service Documentation:** An itemized Service Completion Summary will be left on-site by your cleaning team for full transparency alongside your emailed receipt.
- **2.6. Price Reviews:** The Business reserves the right to review recurring service quotes with a minimum of 14 days' written notice to regular weekly or fortnightly clients if property conditions or scope requirements change significantly.

3. Property Access, Keys & Utilities

3. Property Access, Keys & Utilities

- **3.1. Property Access:** The Client must provide unobstructed access to the property at the scheduled arrival time (via key safe, secure access code, or person-on-site).
- **3.2. Lockout Fee:** If cleaners arrive and cannot gain access within 15 minutes, or are turned away at the door, a Lockout Fee equal to 100% of the quoted service cost will apply to cover rostered staff wages and travel expenses.
- **3.3. Utilities:** The property must have active electricity and running hot/cold water available during the clean. If utilities are unavailable, cleaning cannot proceed and full service charges will apply.

4. Cancellations, Rescheduling & Pauses

4. Cancellations, Rescheduling & Pauses

- **4.1. Notice Required:** We require a minimum of 24 hours' written notice for any cancellation or rescheduling of a scheduled service.
- **4.2. Late Cancellation Fees:**
 - Cancellations made with less than 24 hours' notice will incur a fee equal to 50% of the quoted service price.
 - Cancellations made on the day of service or upon cleaner arrival will incur a 100% service fee.
- **4.3. Public Holidays:** Regular scheduled cleans falling on Queensland Public Holidays will be paused or rescheduled by mutual agreement.

5. Work Health & Safety (WHS QLD), Hygiene & Exclusions

Under Queensland Work Health & Safety regulations and national infection control standards, the Business strictly enforces the following health protocols and scope limitations:

- **5.1. Fresh Cloths & Hygiene Guarantee:** To ensure zero cross-contamination between properties, **a fresh, sanitized set of microfibre cloths and mop heads is used for every single client home.** Used items are securely bagged on-site and commercially laundered after each shift.
- **5.2. Strict Colour-Coded Cross-Contamination Control:** In alignment with Australian National Healthcare & QLD Health Infection Control Guidelines, our team adheres to a strict colour-coded system across all cloths, mops, and scrubbing tools:
 - **RED:** Reserved exclusively for high-risk sanitary areas (Toilets, Urinals, & Bathroom Floors).
 - **GREEN:** Used exclusively for Kitchens, Dining, & Food Preparation Surfaces.
 - **BLUE:** Used for General Low-Risk Areas (Living rooms, Bedrooms, Dusting, Hallways, & Offices).

- **YELLOW:** Used for specialized washroom/wet area surfaces (Basins, Mirrors, Showers, & Tubs).
- **5.3. Biohazards & Waste Exclusions:** Cleaners will not handle biological waste, animal faeces/urine, severe mould infestations, pest infestations, or hazardous chemical materials.
- **5.4. Lifting & Height Limits:** Cleaners are strictly prohibited from moving heavy furniture or items over 18kg, or using ladders above 2 steps (approx. 1 metre). High ceiling fans and fixtures above standard reach will only be cleaned using extendable dusters.
- **5.5. Heavy Restitution & End-of-Lease Exclusions:** The Business specializes exclusively in ongoing routine domestic maintenance. Bond cleans, end-of-lease cleans, post-construction cleans, and severe hoarding restorations are strictly excluded.

6. Client Priorities & Household Preparation

- **6.1. Tailored Flexibility:** Because our cleans are fully customized, tidying items (such as organizing children's toys or changing bed linen) can be included in your service checklist if specified during your quote.
- **6.2. Fragile & Personal Belongings:** Cleaners will not sort, move, or tidy personal legal documents, loose cash, or fragile collectibles unless explicitly agreed upon in your customized service checklist.

7. Satisfaction Guarantee & Quality Assurance

- **7.1. 24-Hour Quality Guarantee:** If any task included on your agreed service checklist is not completed to our professional standard, you must notify the Business within 24 hours of service completion with photo evidence. The Business will return to re-clean the disputed area at no additional charge.
- **7.2. Rectification First:** Refunds will not be issued prior to allowing the Business a reasonable opportunity to inspect and rectify the service.

8. Liability, Damage & Insurance

- **8.1. Public Liability:** The Business maintains comprehensive Public Liability Insurance coverage up to \$10,000,000 AUD.
- **8.2. Accidental Damage:** Any damage caused by our team must be reported within 24 hours. The Business is not liable for damage resulting from pre-existing wear and tear, unstable or improperly mounted fixtures, or undisclosed fragile items.
- **8.3. Valuables:** Clients are advised to secure money, high-value jewellery, and irreplaceable personal items prior to the service.

9. Privacy & Confidentiality

- **9.1. Data Protection:** Client information collected for quotes, property security access, and billing is managed strictly in accordance with the *Privacy Act 1988 (Cth)* and Australian Privacy Principles.
- **9.2. Privacy Assurance:** Personal details, key safe codes, alarm procedures, and property access details will never be sold, leased, or disclosed to third parties except where required by law.