

Terms of Service

Terms of Service for Gold Coast Eco Cleaning

Effective Date: 13/09/2025

These Terms of Service ("Terms") govern the provision of cleaning services ("Services") by Gold Coast Eco Cleaning ("Company," "we," "us," or "our") to you ("Client," "you," or "your"). By scheduling, accepting, or receiving our Services, you agree to be bound by these Terms. If you do not agree, do not use our Services.

1. Services Provided

We provide residential and/or commercial cleaning services, including but not limited to dusting, vacuuming, mopping, bathroom cleaning, kitchen cleaning, and other standard tasks as agreed upon at the time of booking or in a separate service agreement/quote.

- Services are performed based on our standard checklist or customized priorities discussed with you.
- We may offer recurring (e.g., weekly, bi-weekly), one-time, deep cleaning, move-in/move-out, or specialized services.
- Exact arrival times cannot be guaranteed; we provide time windows.
- We reserve the right to substitute cleaners due to illness, vacation, or other reasons.
- We do not perform services involving biohazards, pest infestations, heavy lifting of large items, or exterior work unless explicitly agreed.

2. Scheduling and Access

- Appointments must be scheduled in advance.
- You must provide safe access to the premises, including keys, codes, or instructions for entry (e.g., alarm systems).
- If we cannot access the premises (lockout) or you cancel with less than [24 hours/1 business days] notice, a cancellation/lockout fee of [100%] of the scheduled service cost may apply.
- Rescheduling requires reasonable notice.

3. Payment Terms

- Payment is due at the time of service or as invoiced.
- We require a valid credit card on file for recurring services.
- Accepted payment methods: [list, e.g., cash, check, credit card, electronic transfer].
- Late payments may incur fees or interest.
- Prices are subject to change with notice; quotes are valid for [30 days].
- No refunds for completed services, but we offer satisfaction guarantees (see below).

4. Satisfaction Guarantee

- If you are not satisfied with our Services, notify us within [24-48 hours/next business day] of the service.
- We will re-clean the complained-of areas at no additional cost.
- Our liability is limited to the cost of the service provided or re-performance.

5. Liability and Insurance

- We are fully insured and bonded.
- We are not liable for:
 - Pre-existing damage or conditions.
 - Loss or damage to cash, jewelry, antiques, art, sentimental items, or fragile valuables.
 - Damages caused by your pets, acts of God, or third parties.
 - Wear and tear.
- You agree to secure or remove valuables before service.
- Our maximum liability for any claim is limited to the amount paid for the specific service.
- You must report any damage within [24 hours] of service.

6. Client Responsibilities

- Provide a safe working environment (e.g., no hazards, restrained pets).
- Inform us of any special instructions, allergies, or fragile items in advance.
- Ensure the premises are free of health risks (e.g., mold, infestations).
- You are responsible for providing utilities (e.g., electricity, water) if needed.

7. Supplies and Equipment

- We provide all standard cleaning supplies and equipment [or: Client provides specific supplies if requested].
- We use environmentally friendly products where possible.

8. Cancellation and Termination

- Recurring services: Provide [30 days] written notice to terminate.
- Either party may terminate this agreement for breach with notice.
- No long-term contracts; services are flexible unless otherwise agreed.

9. Confidentiality and Privacy

- We respect your privacy and will not disclose information about your home or personal details.
- We collect personal information only as needed for services and comply with applicable privacy laws.

10. Changes to Terms

- We may update these Terms with notice (e.g., via email or website).
- Continued use of Services constitutes acceptance of changes.

11. Governing Law

- These Terms are governed by the laws of Queensland
- Any disputes will be resolved through negotiation or courts in Queensland

12. Miscellaneous

- Independent contractors: Our cleaners are not your employees.
- Force majeure: We are not liable for delays due to unforeseen events.
- Entire agreement: These Terms, plus any quote or booking confirmation, form the full agreement.

By engaging our Services, you acknowledge reading and agreeing to these Terms.

Gold Coast Eco Cleaning
Wildwood court
Surfers Paradise
4217