



Bestwest Cleaning WA - Terms & Conditions of Service

1. Introduction

These are the terms and conditions governing the cleaning services provided by Bestwest Cleaning WA, a division of Bestwest Building. By engaging our services, you (the "Client") agree to be bound by these terms. This agreement is formed when the Client confirms a booking in writing (including via email or our online booking form).

2. Definitions

- "We," "Us," "Our" refers to Bestwest Cleaning WA.
- "You," "Your," "Client" refers to the person or entity booking the cleaning service.
- "Service" refers to the cleaning work to be performed at the property, as detailed in the quote or booking confirmation.
- "Property" refers to the address where the Service is to be carried out.
- "Move-In Clean" refers to a comprehensive, one-off clean for a property that has been recently purchased or built, intended to prepare it for occupation.

3. Scope of Service

3.1. The Service will be a Move-In Clean as described in our official quote. The scope is limited to the cleaning tasks explicitly listed in the quote provided to you.

3.2. Our service is designed as a final, detailed internal clean before you move into the property. It is not intended to be an ongoing or recurring cleaning service.

3.3. The Service does not include:

- Cleaning of external areas.
- Cleaning of areas that are inaccessible or pose a health and safety risk to our staff.
- Lifting or moving of heavy furniture, appliances, or other large items.
- Cleaning of exterior windows on the first floor of the building or higher (unless specified in the quote).
- Removal of construction debris, such as plaster, grout, or paint, which requires specialised trade services (unless specified as part of a "post-build" clean).
- Pest control or removal of deceased animals.
- Cleaning of chandeliers or other delicate, high-value light fittings.
- Cleaning of walls or ceilings, unless explicitly included in the quote.



4. Client's Responsibilities

- 4.1. Access: You must ensure that our cleaning team has safe, unobstructed, and lawful access to the Property for the entire duration of the scheduled Service. This includes providing any necessary keys, codes, or permissions. Delays caused by lack of access may incur additional charges.
- 4.2. Utilities: The Property must have reliable electricity and running hot/cold water for the Service to be completed. If utilities are not available, the Service may be cancelled, and a cancellation fee may apply.
- 4.3. Property Condition: For the best results, the Property should be vacant and free of other tradespeople, personal belongings, and rubbish at the time of cleaning. We are not responsible for cleaning areas that are obstructed.

5. Fees and Payment

- 5.1. All prices quoted are inclusive of GST unless stated otherwise.
- 5.2. The quoted price is based on the information you provide about the property's size and condition. We reserve the right to amend the quote if the property's condition is significantly different from what was described (e.g., excessive dust, post-construction debris).
- 5.3. Full payment is required on or before the day of the Service. We may require a deposit to secure your booking.
- 5.4. Payment can be made via the methods specified on your invoice. A tax invoice will be issued upon completion of the Service.

6. Cancellations and Rescheduling

- 6.1. If you need to cancel or reschedule the Service, you must provide us with at least 48 hours' notice.
- 6.2. Cancellations or rescheduling requests made with less than 48 hours' notice may incur a cancellation fee equivalent to 50% of the quoted service price.
- 6.3. If our team arrives at the Property and is unable to gain access or carry out the Service due to circumstances within your control (e.g., no power, no access, unsafe conditions), a call-out fee may be charged.

7. Limitation of Liability

- 7.1. We are fully insured with Public Liability and Professional Indemnity insurance.

7.2. While we exercise all due care and skill, we are not liable for:

- Pre-existing damage, including scratches, stains, or wear and tear that cannot be removed through standard cleaning processes.
- Damage resulting from the client's request to use specific cleaning products or methods against our professional advice.
- Damage to items that require specialist cleaning methods (e.g., antiques, delicate fabrics).

7.3. Any claim for damages or dissatisfaction with the Service must be reported to us in writing within 24 hours of the Service completion. We will not be liable for any claims made after this period.

7.4. Where a claim is found to be valid, our liability is limited to either re-performing the specific area of the Service in question or providing a refund for that portion of the Service. The total liability shall not exceed the total price paid for the Service.

8. Complaints and Service Guarantee

8.1. We pride ourselves on delivering an industry-leading clean. If you are not satisfied with any aspect of the Service, please contact us within 24 hours of completion.

8.2. We will investigate the issue and, if the complaint is justified, we will arrange for our team to return to the Property to rectify the specific areas of concern at no additional cost. This does not constitute a full re-clean of the property.

9. Privacy

We adhere to the Privacy Act 1988. We will not share your personal information with any third party without your consent, except where required for service delivery (e.g., arranging access with a real estate agent) or by law.