



# Mystic Maids Cleaning Residential Terms of Service (Page 1 of 5)

## 1. Cleaning Services

- The service will be for such cleaning duties as specified in Section 18 of this document and in turn agreed between you and Mystic Maids upon booking.
- All cleaning products and equipment required to service your property are provided by Mystic Maids.
- At Mystic Maids we pride ourselves on our organisation and punctuality – and we will always endeavour to arrive as scheduled, however, please kindly allow 30 mins leeway before and after your scheduled booking time to accommodate unforeseen circumstances and changed traffic conditions on our GWH.
- If at any time prior to, or during, your service a Mystic Maids Staff Member feels there is a safety issue, they can terminate the service at their discretion.
- Mystic Maids does not offer End of Lease, End of Build OR Ingoing/Outgoing cleans. Appointments for properties that are empty will be terminated on arrival and last minute cancellation fees charged.

## 2. Customer Responsibilities

- The client will provide a safe working environment for the cleaners to perform the service.
- The client will leave the property tidy and decluttered so a thorough and efficient clean can be performed. All items will be picked up off the floor for Vacuuming & Mopping by the client prior to the clean. If Mystic Maids need to spend time readying the property to be cleaned a Decluttering Fee will be charged at \$40/hr (this fee is for 1 x cleaner and does not apply to injury-related insurance cleans).
- The client will provide the cleaners with access to all service utilities, including hot and cold water, electricity, air conditioning and rubbish bins, as required to complete the service.

## 3. Accessing the Property

- The client will leave unobstructed access to those areas of the property requiring the service.
- Where possible the client will temporarily relocate any vehicles from the property's driveway to allow Mystic Maids to park one vehicle as close to the property's entry as possible to limit long distance heavy lifting and minimise workplace associated injuries.
- Prior to the commencement of the service the client will inform Mystic Maids of any hazards, slippery surfaces, risks or dangers the client is aware of via the 'New Client Information Form' that will be sent out prior to your first clean.
- The client's stored card will be charged a No Show / Lock-Out Fee of \$145 should Mystic Maids be unable to access the property on the day of the booking due to the client being absent and/or uncontactable without prior arrangements being communicated.



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### 4. Personal Protective Equipment / Footwear Policy

- PPE refers to the Personal Protective Equipment worn by workers to reduce the risk of exposure to environmental hazards, harmful substances and bodily fluids.
- It is a Work Health & Safety Policy of Mystic Maids that the following Personal Protective Equipment is worn by all cleaners while carrying out their duties; Enclosed Footwear (Foot Protection), Apron (Clothing Protection), Cytotoxic Gloves (to protect from micro-organisms, bacteria/viruses and cytotoxic body fluids).
- Requests to remove Personal Protective Equipment such as footwear prior to entering the property cannot be accommodated due to the above mentioned risks. Shoe Covers cannot be worn due to the added slip hazard that this presents.
- This policy is non-negotiable. Please cancel your appointment if you cannot allow footwear to be worn.

### 5. Cancellations

- There is no charge for cancellations of Premium Residential Cleaning Services in instances where a reasonable amount of notice is given.
- For Changes and Cancellations within 24 hours of a scheduled appointment a Last Minute Termination Fee of \$85 will apply. This will be charged to the client's stored credit card via TimelyPay.

### 6. Payment terms

- The client will be invoiced via email following the service for payment via Credit Card, PayPal or Direct Bank Deposit (Bank Transfer) within 24 hours. (AfterPay available via our Website / Online Store)
- The client agrees to pay in full, within TWENTY-FOUR (24) hours of completion of the service.
- If payment is not received within this period the transaction will be automatically processed via our booking platform's online checkout system, TimelyPay, using Stripe, a secure PCI compliant payment platform to charge the client's stored credit card.
- Clients must report dissatisfaction with the service provided, within 24 hours of completion of the service.
- Payment must be settled prior to the next scheduled weekly or fortnightly service if the service is ongoing or services will be suspended. For One-Off Services payment must be settled prior to further bookings.

### 7. GST

- Tax Invoices are available for all services carried out by Mystic Maids.

### 8. Quotations

- Bespoke Quotes are available for recurring cleans only after a Deep Clean has been attended for a fresh start.
- If a service is requested or required outside of the original quote (e.g., Decluttering, Additional Bathroom) you will be informed of any extra cost before work commences.



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### 9. Changes to days, time or scope of service

- Any changes to the service originally agreed to between Mystic Maids and the client must be advised, and the price agreed on, prior to the service commencing.
- If time allows, Mystic Maids may agree to provide any additional services on that same day. Otherwise, a day and time that suits both can be agreed on. For the best outcome, please message us a day or so ahead to make sure all your needs can be accommodated.

### 10. Packages and Recurring Cleans

- Packages are booked based on the specific number of Bedrooms, Bathrooms and Living Areas you would like cleaning. All cleaning packages include the Kitchen, Dining Room & Laundry.
- Packages are priced for the full job and not at an hourly rate. Times allocated in the booking platform are for scheduling purposes only and not an indication of the exact clean time.
- The client must book in for the exact number of rooms they would like cleaning. Additional rooms cannot be added on the day of the service so please review your booking ahead of time and decide on rooms to be cleaned.
- We pride ourselves on providing a thorough and efficient service to a consistent standard. Requests to do "half a job" in exchange for more rooms than those booked will be declined. Please upgrade to the appropriate package prior to your booking.

### 11. Complaints

- Clients must report dissatisfaction with the service provided, within 24 hours of completion of the service.
- Mystic Maids will endeavour to resolve the problem quickly and efficiently and may, at its discretion, offer the customer either of the following: A partial or full discount OR re-supply of the service without charge.
- Please note our Premium Residential Cleaning Packages do not include the following services:
  - Baseboards and Picture Rails
  - Table Settings / Children's High Chairs
  - Treating / Removing Mould
  - Light Fixtures & Ceiling Fans
  - Walls and Window Washing
  - Oven Cleaning – Deep Clean
  - Home Bar Displays, Wine Racks
  - Blinds & Plantation Shutters – ADD ON AVAILABLE
  - Pick Up and Decluttering – ADD ON AVAILABLE
  - Stairs and Balustrades – ADD ON AVAILABLE
  - Butler's Pantry – ADD ON AVAILABLE



## Mystic Maids Cleaning Residential Terms of Service (Page 4 of 5)

- Mystic Maids does not offer End of Lease, End of Build OR Ingoing/Outgoing cleans. Appointments for properties that are empty will be terminated on arrival and last minute cancellation fees charged.

### 12. Your Details/Personal Information

- Mystic Maids agrees not to share any information provided by the customer with any third party not directly involved in the provision of the service (unless required to do so by law).

### 13. No Locked in Contract

- At Mystic Maids we are only as good as our last clean. The customer is not locked into any contracts with regards to regular cleaning services. At any time, the customer feels our services are slipping, they should inform the Business Owner ([julia.gillies@mysticmaids.com.au](mailto:julia.gillies@mysticmaids.com.au)) as soon as possible.

### 14. Pets / Domestic Animals

- The client is to inform Mystic Maids via the 'New Client Information Form' (and again upon arrival) of all animals residing on the property and their various needs, temperaments and personal boundaries.
- Clients must be home at the start of the first service to introduce us to any pets prior to leaving them alone with us – this is to minimise any distress to your pet(s) and to ensure there are no signs of fear or aggression from dogs.
- If friendly, Pets are free to continue normal enjoyment of their home environment during the service!
- If showing signs of aggression, dogs will need to be removed from the cleaning area & safely contained.
- Failure to comply with requests from Staff and/or Management will result in the service being terminated.
- All cleaners on staff have the discretion to terminate a service at any point that they feel unsafe.
- The client assumes all responsibility for the safe containment of Pets on the property during the service.
- All Cats will be assumed as Indoor and will not be granted access outside by any Mystic Maids staff member regardless of what is written on the New Client information form. The client is to make provisions for their cat(s) toileting if left inside in the client's absence without a pet door or cat flap.

### 15. Bamboo Flooring

- Bamboo easily absorbs water. This leads to such flooring being vulnerable to humidity and water damage (shrinking, warping, swelling and buckling).
- Great care needs to be taken with cleaning Bamboo Flooring and in particular with mopping. It should not be cleaned with anything harsh or abrasive and never with a steam mop as this can severely damage the bamboo. Instead what is recommended is a spray mop with microfibre mop pads and a gentle wood or bamboo floor cleaner.
- At Mystic Maids we use a Nellie Wow Mop (electric spray mop) and Koala Eco All Natural Floor Cleaner for all our cleans as we have tried and tested this method on many bamboo floors without issue.



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- Please familiarise yourself with the above mentioned products via the following websites as by booking an appointment with Mystic Maids you are confirming that you have read and understood our Terms of Service and are aware of the products and equipment that will be used as well as their active ingredients:

Koala Eco: <https://koala.eco/products/floor-cleaner?variant=13794391949375>

Nellie Wow Mop: <https://nellies.com.au/products/nellies-wow-mop-with-blue-pads>

### 16. Stone Bench Tops

- Natural Stone is porous and permeable and should be treated with an appropriate sealer prior to cleaning to minimise staining and etching.
- It should never be cleaned with acidic chemicals, harsh detergents, abrasive scourers, bleaches, boiling water or oil based cleaners like turpentine. Instead mild soaps, warm water and soft clean cloths and sponges are recommended.
- At Mystic Maids we use Koala Eco All Natural Dish Soap mixed with water for cleaning all benchtops, before wiping with a microfibre cloth, as this is the only method safe for all stone including Marble, Caesar Stone and Granite.
- Please familiarise yourself with the above mentioned products via the following websites as by booking an appointment with Mystic Maids you are confirming that you have read and understood our Terms of Service and are aware of the products and equipment that will be used as well as their active ingredients:

Koala Eco: <https://koala.eco/collections/all-products/products/natural-dish-soap?variant=46186912270>

### 17. Right to change or modify Terms of Service

- Mystic Maids Cleaning reserves the right to change or modify any of the terms and conditions contained in this Terms of Service document at any time and in our sole discretion.
- Any changes or modifications will be communicated immediately to all pre-existing clientele via email and will be effective as of the date specified in said correspondence.
- Posting of the revisions will also occur on our website [www.mysticmaids.com.au](http://www.mysticmaids.com.au)
- The continued use of our services following notification via email of the changes and modifications and following posting of these on our website will confirm your acceptance of such changes or modifications.

Should you have any questions or require any further information please don't hesitate to get in touch:

Email: [info@mysticmaids.com.au](mailto:info@mysticmaids.com.au)

Website: [www.mysticmaids.com.au](http://www.mysticmaids.com.au)

Facebook: [Facebook.com/mysticmaidscleaning](https://www.facebook.com/mysticmaidscleaning)



## 18. What's Included in each Residential Clean...

### All Rooms

Sanitise all surfaces & windowsills  
Empty rubbish & replace liner  
Vacuum Carpets & Skirting Boards  
Vacuum and Mop Hard Floors  
Remove Cobwebs from ceiling  
Dust Ornaments, Artwork & Décor  
Sanitise light switches & touchpoints  
Spot Clean Pet & Fingers Marks on Windows

### Kitchen / Dining Room

Clean Stove top & Oven front  
Clean Microwave (Interior & Exterior)  
Wipe front of Fridge & Dishwasher  
Wipe Counter top appliances  
Sanitise sink, taps & faucet  
Wipe & sanitise Counter tops  
Wipe front of Kitchen Cabinets  
Wipe down Dining Room Table & Chairs

### Bathrooms

Scrub clean Bath & Shower Cubicle  
Clean Mirrors & Shower Screen  
Sanitise Vanity Counter, Sink, Taps & Faucet  
Clean & disinfect Toilet

### Laundry / Pantry

Wipe Counter top appliances  
Wipe Washer & Dryer Exterior  
Sanitise sink, taps & faucet  
Wipe & sanitise Counter tops

**Service Add Ons:** Pick Up & Decluttering \$40 | Additional Bathroom \$40 |  
Additional Toilet \$20 | Additional Dining Room \$15 | Additional Bedroom \$15 |  
Butler's Pantry \$20 | Plantation Shutters \$20 | Vacuum Stairs & Dust Balustrades \$15 |

Please note Mystic Maids does not offer End of Lease, End of Build or Ingoing/Outgoing Cleans.