



Terms & Conditions

Notes before commencing cleaning

1. **Acceptance:** In order to make booking and use our services, all clients must first agree to our terms & conditions. Clients accept the Terms by email or over the phone.
2. **Payment:** Payment is due on the day of each scheduled service or as mutually agreed with the client and mentioned on the invoice. The client must make the full payment of the pre-decided amount on the completion of the services. Acceptable methods of payment are cash, bank transfer, and credit/debit card eftpos. Eftpos payment will incur 1.4% surcharge.
We require full payment in advance, if you are not going to meet us at the job completion.
If the client fails to make the payment on the completion of the service, a late fee of \$50 applies unless agreed in writing between the service provider and the client of the payment arrangement.
3. **Refund:** Mr Bee Cleaning does not give refunds for any service which we have performed and completed. If the client is not satisfied with the services where there is an issue with the cleaning aspect, we can arrange a re-clean once only free of charge for up to 2 hours.
4. **Property keys :** Mr Bee Cleaning is not responsible to pick the property keys from the real estate agents or return the keys back to the agent. It is solely the client's responsibility. If the clients request for the keys to be dropped / courier, the client will bear the cost.
5. **Accessibility:** Parking for our vehicle must be arranged by customer. If we have to use the street pay parking or private pay parking, additional parking fees will be charged. If we can't find a suitable parking spot near the property then Mr Bee Cleaning reserves the right to walk away from the job as we are unable to perform the service.



Also, the client must vacate the property completely by our arrival that includes all rubbish, furniture, dishes or anything else that should not be left behind.

6. **Energy supply** : Electricity and Running hot water must be available at premises at scheduled time. If not, the quality of the job performed can be affected and Mr Bee Cleaning will not be liable for that, which also leads to the Bond back guarantee being voided.
7. **Damaged property** : If during cleaning we come across any damaged property, Mr Bee Cleaning does not take any responsibility if something comes off or falls down when cleaning. It is our client's duty to advise us prior to the job if there is anything of such nature.
8. **Mould** : We only clean the mould in showers or baths, but can be limited with mould cleaning if mould has penetrated into the silicon. We do not specialise in mould removal, so you may have to seek professional advice if the house is too mouldy.
9. **Fabric** : There is a possibility that some stubborn stains may not be removed while performing carpet & upholstery steam cleaning. Damage can be done to the carpet by the occupier of the property by not cleaning it on a regular basis, so there are limitations with what can be achieved depending on the conditions of the carpet.
10. **Pet Hair** : Mr Bee Cleaning does not guarantee 100% removal of pet hair. If the client does not vacuum the carpet regularly then the hair gets penetrated into carpet fibres which can be very hard to remove and hence hard to achieve 100% Results.
11. **Spots & Stain Removal** : Mr Bee Cleaning can't guarantee 100% removal of spots & Stain because some stains could change the composition of the fiber itself bleaching or dying the carpet. All the contents of the stain will be removed by the deep cleaning process, however damage maybe already done to the colour pigments and carpet fibres. However, we will try our best of possible to remove most of the stains.