



TERMS & CONDITIONS

Thank you for choosing The Home Detail. These terms explain what to expect when booking our residential cleaning services. We aim to be clear, fair and flexible.

1. Services & Pricing

Standard Cleans start from **\$100 for 2 labour hours**. Deep Cleans start from **\$250** and are quoted according to the home's size, condition and requirements. These packages are intended for typical 2–4 bedroom, 1–2 bathroom homes. Extra rooms, time or services are quoted and agreed separately.

2. Bookings & Payments

Bookings are subject to availability and confirmation. Payment is due on completion unless otherwise agreed in writing. Additional work or cleaning time will be discussed and approved before any extra charge. For Airtasker bookings, applicable platform payment and booking rules also apply.

3. Cancellations & Rescheduling

Please provide at least 24 hours' notice when cancelling or rescheduling. With 24 hours' notice, no cancellation fee applies. For shorter notice, a reasonable fee of up to 50% of the agreed booking price may apply, where lawful and proportionate to the loss incurred. Any fee will be explained before booking and remains subject to Australian Consumer Law and platform rules.

4. Property Access

Please arrange safe access at the agreed time, including keys or entry codes if needed. If access is unavailable on arrival, this may be treated as a late cancellation, subject to the policy above.

5. Products & Equipment

We bring our own cleaning products and equipment. Please tell us in advance about delicate materials, special surface care, allergies or product sensitivities. We may decline to use a product or method we reasonably believe is unsafe.

6. Health & Safety

Cleaning areas must be reasonably accessible. Please disclose known hazards and secure pets when necessary. We do not provide hazardous waste removal, specialist mould remediation or pest treatment. We may stop or decline work if there is a genuine safety concern.

7. Breakages & Damage

We take care while working in your home. If accidental damage occurs, we will notify you promptly and discuss an appropriate resolution. Please secure especially fragile or valuable items. Nothing in these terms limits liability or customer rights that cannot legally be excluded.

8. Cleaning Standards & Concerns

If something is not right, please contact us as soon as practical, ideally within 24 hours, and provide details or photos where possible. We will assess the concern and offer an appropriate remedy, which may include returning to address an issue. Your Australian Consumer Law rights remain unaffected.

9. Service Limitations

Unless specifically agreed, services exclude moving heavy furniture or appliances, unsafe-height work, hazardous substances, specialist carpet or upholstery steam cleaning, exterior pressure cleaning and work requiring specialist equipment or licensing.

10. Photography & Privacy

We respect your home and privacy. Photos will not be used for marketing or social media without your permission. Personal details will be used for legitimate business purposes and handled in accordance with applicable privacy requirements.

11. Regular Appointments

Weekly and fortnightly appointments are subject to availability. We will try to keep a consistent schedule and provide as much notice as practical if a change is needed.

12. Acceptance & Consumer Rights

These terms are provided before booking and apply when a customer confirms a service after receiving them. Nothing here excludes, restricts or modifies guarantees or rights under Australian Consumer Law that cannot legally be excluded.

The Home Detail | It's All in the Detail | thehomedetailcleaning@gmail.com