

# **Important End of Lease Terms and Conditions**

## **Scope of services**

- Newy Cleaning Co agrees to perform end of lease cleaning services as described in the agreed upon quotation.
- The client agrees that no possessions i.e. Furniture, belongings, rubbish will be left upon the cleaners arrival. The client understands and agrees that Newy Cleaning Co does not offer trips to the dump.
- The client will provide access to the property and ensure it is vacated by the agreed upon time.
- Additional services requested by the client on our "extras list" Will incur extra charges, to be agreed upon before commencement of cleaning.

## **Payment Terms**

- The client agrees and understands that a 20% deposit is required to book in the end of lease clean.
- Unfortunately, one rotten egg has spoiled it for everyone - the client understands and agrees that the total amount owing will be paid the morning of the booked end of lease clean as soon as the cleaners arrive. Failure to pay within the first 30 minutes of the cleaners arrival will result in cancellation of service and deposit taken.

## **Cancellation & Rescheduling**

- The client agrees that cancellation of the service must be communicated within 48 hours of the clean.
- Newy Cleaning Company reserves the right to charge a cancellation fee which is the 20% deposit if notice is not provided within the specified time frame.
- Newy Cleaning Company agree to refund the 20% deposit immediately if notice is given within the 48 hour time frame.

## **Liability and insurance**

- Newy Cleaning Company is NOT liable for any damages, losses or injuries arising from the clients failure to secure the property or provide accurate information regarding the services required.
- Newy Cleaning Company is a registered and insured cleaning business with public liability insurance and workers compensation insurance to cover our workers and company.

## **Our Guarantee**

- Newy cleaning Company guarantees the quality of our services as described in the initial inclusions list.
- Newy Cleaning Company agrees that if the client is dissatisfied with any aspect of the service provided the client must notify the company within two days and we will come back and fix the issue promptly, FOR FREE.