



STRESS  
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MESS

## Policies & Procedures

### Arrival Time/Hours

Our hours of operation are from 7:00 a.m. to 6:00 p.m. Monday to Friday and 10:00 a.m. to 2:00 p.m. Saturdays. Our cleaners arrive at our first house between 7:00 and 7:30, and the last house by 3:00 p.m. Unless you are our first cleaning of the day, we are unable to guarantee an exact arrival time. However, we can provide you with a 2 hour window of our estimated arrival time if you call the office the day before your cleaning. Please allow us the flexibility of scheduling our arrival between 7:00 a.m. and 3:00 p.m. We will strive to meet your requested arrival time but we cannot guarantee it.

If you want to wait for us to arrive, please be home during the estimated window of time to let the cleaner(s) into your home. If no one is home or we are turned away for any reason a cancellation fee will be charged (see Cancellation Policy.)

### Entry

We can work with whatever form of entry is more convenient for you, as long as we have a way to get in. It is your choice if you would like to be home during your home cleaning. Since Stress Less Mess usually cleans Monday through Fridays from 7am - 6pm and Saturday 10am - 2pm, our clients are not usually home during those times and trust us with a key/code to their home, or leave a key out somewhere for us. Arrangements for entry are usually made at the time of booking. Please be advised, if we are unable to enter your home to clean, you will be charged your full deposit. More details below under our Locked Out/Turned away fee.

### Scheduling

When we schedule your cleaning appointment we reserve a day and time for you and you alone. This means we turn down any business requesting your space. We ask for a deposit because we have learned some very expensive lessons over time. We always try to be as flexible as possible with clients and value their time, but sometimes our time is not seen as valuable. Our cleaners depend on your job being there in order for them to make their salary. A last-minute cancellation can have a very negative impact on our business. Our cleaners now have a gap in their schedule, which means a gap in their paycheck, and a gap in revenue for Stress Less Mess. We understand things can happen, all we ask is that you contact us as soon as possible so we can get you off our schedule. Please value our time as we do yours.

### Cancellation Fee

We require cancellations to be communicated to us 48hrs (2 full working days) in advance to avoid charges. We have held your spot and turned down business so as not to interrupt your service. Cancellations communicated less than 48hrs (2 full working days) prior to appointment but more than 24 hours (1 full working day) will be charged \$45.00. Cancellations communicated less than 24 hours (1 full working day) will be charged your full deposit equal to 50% of the quoted amount but not less than \$45.00



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## Locked Out/Turned Away Fee

If we arrive on our scheduled cleaning day and are turned away at the door or cannot get in, we will charge full deposit for your scheduled cleaning.

## Skipped or Missed Cleaning Visits

You can always cancel or reschedule your cleanings, however, our charges are based on the type of visit you schedule. Weekly rates are for weekly cleanings. Biweekly rates are for biweekly cleanings. Monthly rates are for monthly cleanings. If you skip a cleaning, the next time we return you will be charged the rate for the next frequency of service.

## Notify the Office

All cancellations can be made by phoning the office: 02 4063 1896 or email [bookings@stresslessmess.com.au](mailto:bookings@stresslessmess.com.au)

## Supplies

We bring our own supplies and tools because (1) we have tested our products to make sure they provide quality results, (2) our employees are trained in their proper use, and (3) to free you from having to keep track of what we need before your scheduled cleaning day. We offer regular and non-toxic products. If you have a certain product you would like us to use, simply let us know and leave it out for us the day of your cleaning.

## Ladders

Our cleaners take a 2-step ladder to each cleaning. We can use taller client ladders if they are approved by us beforehand. We are unable to climb higher than two steps due to safety reasons. Higher items will be dusted with an extension duster to the best of our ability. We can reach up to two stories with our extension duster so we can get those higher ceiling fans, ceilings, lights, etc.

## Blinds

We do offer slat-by-slat blind cleaning. Blinds must be at least 2", we cannot guarantee the cleaning of mini blinds. Blinds may need to be vacuumed before they are wiped; this will require additional time. Please allow for some dust resettlement after we leave, we try to limit the dust in the air but cannot prevent this entirely. We cannot be held liable for blinds/shutters that have dry rot, sun damage, and/or are not installed properly.

## Moving Furniture

We will move "light" furniture but we do not move refrigerators, stoves, washers, dryers, etc. We will try to reach all visible places either by hand or with an extension duster.

## Pets

We love pets and will be very careful around your fur babies. Your pets are members of your family and we respect that. However, if your pet is afraid of vacuums, territorial, or overly friendly, and will not allow us to do our work, we do ask that they be placed in areas that we are not working in. We will never leave the pets outside unless instructed to do so by the customer. We do not clean litter boxes, feces, or urine.



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## Insects

Insect infestation can be a problem and may prevent us from cleaning your home. If an infestation of ants, termites, roaches, fleas, bed bugs, etc. is encountered, we will not clean until the problem has been rectified. Please do not expect us to clean up dead insects that you've sprayed (i.e. ants, etc.). We will leave you a note or call you regarding the problem.

## Alarm System

If your home has a security system, please inform us how you want to handle it. Security and safety of your home is a major concern here at Stress Less Mess and our staff is sensitive to security and access procedures. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. Please do not rely on us to let in workmen during the time we are in your home unless you have let us know.

Please note that it is not necessary for you to have to disarm your alarm systems on the day of your cleaning. If you contact your alarm company they can assist you in programming a code that is unique to our company. It is common for clients with alarms to give us our own code.

## Safety

Every effort is made to work safely and cautiously and we cannot assume liability for injury to others. We kindly ask that you, your children and pets remain out of the rooms that we are cleaning in order to prevent safety hazards (contact with cleaning products, tripping over buckets, caddies, vacuum cords, etc.). The safety of our employees is extremely important. To decrease the risk of injury to employees we are unable to move heavy objects, flip mattresses, etc. We are unable to clean up vomit, blood, urine or excrement.

## Payment

Our Payment options include cash, direct deposit, credit card and afterpay.

## Damages

Accidents do happen. If we are responsible for damages to your home or items in your home, we will let you know as soon as possible the day of the cleaning. We make every attempt to repair, replace or pay for any items that we have damaged.

We will not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc. or items not secured in a proper manner (e.g. heavy pictures hanging from thumbtacks, not anchored properly to walls). Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by the homeowner.

All surfaces (e.g. marble, granite, hardwood floors, etc.) are assumed to be sealed and ready to be cleaned without causing harm/damage when common cleaners are used.

## Release of Liability

Should you decide you would like us to clean items of monetary or sentimental value (>\$100) e.g., items within curio cabinets, etc., the following will apply: Client hereby releases Stress Less Mess from all liability arising out of cleaning these item(s). Client understands that he/she is completely responsible for repairing or replacing any damaged item(s) even if Stress Less Mess may have caused the need for repair or replacement.



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