

Terms & Conditions

1. Introduction and Website Ownership

Ownership: This website is owned and operated by Do It All Connect (the Service Provider).

Agreement to Terms: These terms set forth the terms and conditions under which visitors may use the website and the services offered.

Acceptance: By accessing or using the website or the service, the user approves that they have read, understood, and agree to be bound by these Terms.

Description of Service: The website offers visitors information regarding professional cleaning services.

2. Scope of Cleaning Services

Standard Inclusions: Basic services generally include dusting, vacuuming, mopping, and cleaning of accessible surfaces in designated areas.

Excluded Items: Standard services do not include cleaning of chandeliers, light bulbs, fireplaces, fly screens, ceiling fans, or moving heavy furniture/appliances unless specifically requested and agreed upon in writing.

Materials: The Service Provider will supply necessary cleaning materials and equipment unless otherwise agreed.

3. Multi-Cleaner Assignments

Discretionary Staffing: The Service Provider may, at its discretion, assign multiple cleaners (whether employees or subcontractors) to complete a job to ensure efficiency.

Billing Calculation: If multiple cleaners are utilised, the total number of billable hours will be calculated by multiplying the duration of the job by the number of people who worked on the job.

Rate Application: Each hour of labour provided by each individual cleaner will be billed at the standard agreed-upon hourly rate.

4. Payment and Fees

Service Fees: Fees are based on an agreed hourly rate or a flat-fee quote.

Frequency Adjustments: Pricing is based on the agreed frequency of services; changes to less frequent cleaning may result in an adjustment of the hourly rate to reflect increased labour per visit.

Payment Terms: Payments are due via the agreed-upon method (e.g., bank transfer) within 1 day of the invoice date.

Late Fees: Failure to pay by the due date may result in administrative late fees or interest charges.

5. Cancellations and Rescheduling

Notice Period: Cancellations require at least 24 hours' notice.

Cancellation Fee: For cancellations made with less than the required notice period, a cancellation fee (equivalent to one hour of service or as specified) may apply.

Provider Absence: In the event a cleaner (whether an employee or subcontractor) is sick or unable to attend, the Service Provider will notify the Client as soon as possible and offer a rescheduled appointment within a reasonable period.

Non-Access: If the Service Provider cannot access the property at the scheduled time, a non-access fee may be charged.

6. Client Obligations and Safety

Access and Utilities: The Client must provide reasonable access and ensure essential utilities (water, electricity) are available for the service.

Safe Working Conditions: The Client must provide a safe environment and disclose any known hazards, such as slippery surfaces or faulty electrical outlets, to the Service Provider and any personnel attending the premises.

Pet Management: For the safety of staff, subcontractors, and animals, pets should be restrained or moved to an area not being cleaned.

7. Intellectual Property and Communications

Proprietary Rights: The service and all materials therein, including software, images, text, logos, and trademarks, are the exclusive property of the Service Provider.

Usage Restrictions: Users agree not to sell, license, modify, distribute, copy, or reproduce any materials from the website without explicit permission.

Promotional Materials: The Client agrees to receive promotional messages and materials periodically via mail, email, or other contact forms.

Opt-Out: Clients may notify the Service Provider at any time if they do not wish to receive such promotional materials.

8. Liability, Indemnification, and Insurance

Insurance: The Service Provider holds appropriate public liability insurance. Subcontractors engaged by the Service Provider are required to hold their own appropriate insurance coverage.

Limited Liability: To the maximum extent permitted by law, the Service Provider is not liable for indirect, punitive, incidental, or consequential damages, or loss of profits arising out of the use of the service.

Specific Exclusions: The Service Provider assumes no liability for errors in website content, pre-existing property damage, or unauthorised access to servers.

Negligence: Liability for physical damage to property is limited to the repair or replacement of items directly caused by the negligent acts of the cleaner or subcontractor performing the service.

Indemnification: The Client agrees to indemnify and hold the Service Provider harmless from any claims or expenses made by third parties due to the Client's use of the website or services.

9. Termination and Modification

Notice of Termination: This agreement may be terminated by either party with 14 days' written notice.

Service Changes: The Service Provider may, without prior notice, change or stop providing services or features, or create limits for the services.

Modification of Terms: The Service Provider reserves the right to modify these terms at its sole discretion; continued use of the website or service after changes constitutes acceptance of the new terms.

Immediate Termination: The Service Provider may immediately terminate access for any reason, including unsafe working environments or abusive behaviour toward staff or subcontractors.

10. Holiday and Absence Cover

Substitute Personnel: The Service Provider may arrange for a substitute cleaner (whether an employee or subcontractor) during periods when the primary assigned cleaner is unavailable due to holidays or illness.

Continuity: Services will continue at the agreed frequency and pricing; however, occasional differences in cleaning style may occur with substitute personnel.

11. Photography and Media Usage

Marketing Permission: The Client grants the Service Provider permission to take photographs and/or videos of the house and/or workplace where services are performed.

Usage Rights: These media materials may be used by the Service Provider for marketing and promotional purposes, including but not limited to website content, social media, and advertising materials.

Privacy: The Service Provider agrees to use reasonable efforts to ensure that sensitive personal information is not featured prominently in any promotional media.

12. Use of Subcontractors

Subcontracting: The Service Provider reserves the right to engage independent subcontractors to perform all or part of the cleaning services under this agreement. The Service Provider will take reasonable steps to ensure that subcontractors meet appropriate standards of quality, conduct, and professionalism.

Responsibility: The Service Provider remains the primary point of contact for all service-related matters and accepts reasonable responsibility for the quality of work delivered, regardless of whether services are performed by employees or subcontractors.

Insurance: Subcontractors engaged by the Service Provider are required to hold their own appropriate insurance coverage. The Service Provider's liability in respect of subcontractor conduct is limited to the same extent as described in Section 8.

Non-Solicitation of Subcontractors: The non-solicitation obligation in Section 13 applies equally to any subcontractors engaged by the Service Provider in connection with services provided to the Client. The Client agrees not to directly engage any such subcontractor for a period of 12 months following the termination of this agreement.

13. General Provisions

Governing Law: These terms and any disputes shall be governed exclusively by the internal substantive laws of New South Wales, Australia.

Jurisdiction: Any and all claims shall be decided exclusively by a court of competent jurisdiction located in Sydney.

Defamation: The Client agrees not to make false, malicious, or defamatory statements regarding the Service Provider publicly or online.

Non-Solicitation: The Client agrees not to directly engage or hire any staff or subcontractors provided by the Service Provider for a period of 12 months following the termination of this agreement.