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P-Enrichment Cleaning Services Pty Ltd

“Quality Service You Can Trust”

Client Policy & Procedure

1. Purpose

This policy outlines the terms, conditions, and procedures governing cleaning services provided by **P-Enrichment Cleaning Services Pty Ltd** to ensure consistent, high-quality service and client satisfaction.

2. Our Commitment

At P-Enrichment Cleaning Services Pty Ltd, we are committed to:

- Delivering reliable, high-quality cleaning services
- Ensuring client satisfaction through open communication
- Providing trained, vetted, and trustworthy cleaners
- Operating in accordance with Australian laws and safety standards

3. Our Team

- Friendly and reliable professionals
- Fully vetted, including police checks and required clearances
- Trained to deliver safe and high-standard cleaning services

4. Why Choose Us

- Satisfaction guaranteed – we will return to re-clean if required
- We follow up to ensure you are happy with the results
- Consistent, high-quality service every time

5. Satisfaction Guarantee Procedure

- If the client is present during the service, the cleaner will confirm satisfaction before leaving.
- If any area requires further attention, the cleaner will complete a **touch-up immediately**.
- If the client is not present:
 - The client must notify P-Enrichment within **24 hours** of service
 - We will arrange a **re-clean of the concerned area at no additional cost**

6. Cleaning Chemicals

- P-Enrichment Cleaning Services Pty Ltd's cleaner will bring their own cleaning chemicals.
- If you have a preferred cleaning product, please inform the P-Enrichment Cleaning team so they can pass this information to the cleaner. Our cleaner is open to your suggestions regarding chemical preferences. You can show the product or leave a message with the product on the kitchen table to specify which chemical to use.

7. Property Damage Policy & Procedure

- P-Enrichment Cleaning Services Pty Ltd takes all reasonable care during service delivery.
- In the event of damage:
 1. The client must report the damage within **24–48 hours**
 2. An internal investigation will be conducted
 3. If the cleaner is found responsible:
 - The company will **repair, replace, or compensate** for the damage

Limitations of Liability

We are not liable for:

- Pre-existing damage
- Normal wear and tear
- Unstable, fragile, or improperly secured items
- Items not disclosed as delicate or valuable

8. Cancellation & Attendance Policy

- Clients may cancel their appointment **free of charge if notified before 5:00 PM the day prior**
- If cancellation is not made and:
 - The cleaner arrives
 - No one is available to provide access
→ A **\$40 travel fee** will be charged

9. Cleaner Availability Procedure

- If a cleaner is unavailable due to illness or unforeseen circumstances:
 - We will attempt to arrange a **replacement cleaner**
 - If unavailable, the client will be notified promptly
 - The service will be **rescheduled within 2 days where possible**.

10. Access to Property

Clients must:

- Ensure safe and timely access to the premises
- Provide correct access details (keys, codes, instructions)

If access is not provided:

- The service may be cancelled
 - Applicable fees (e.g., travel fee) may apply
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11. Client Responsibilities

Clients are responsible for:

- Providing accurate booking details
 - Ensuring a safe working environment
 - Securing pets during service
 - Ensuring access to electricity and water
 - Informing us of fragile or valuable items
 - Complying with **Work Health and Safety (WHS)** requirements
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12. Condition of Property

- The property must be in a condition suitable for cleaning
- Cleaners may refuse or stop work if:
 - There are hazardous conditions (biohazards, unsafe structures)
 - Excessive clutter prevents safe work
 - Aggressive pets are not secured

Additional charges may apply for:

- Heavily soiled areas
 - Work beyond the agreed scope
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14. Payment Terms

- Payment is required:
 - At booking, or
 - Need to do the payment in advance and email a copy of the payment receipt.
 - Upon payment, a cleaner will be arranged for you.
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15. Health & Safety

- Cleaners reserve the right to refuse unsafe work
 - Any abusive, unsafe, or inappropriate behaviour toward staff will result in:
 - Immediate termination of service
 - Possible refusal of future bookings
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16. Privacy & Confidentiality

- All client information is handled in accordance with the **Privacy Act 1988 (Australia)**
 - Information is used solely for service delivery and communication.
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17. Insurance

- P-Enrichment Cleaning Services Pty Ltd maintains appropriate **public liability insurance**
 - Coverage applies to verified claims following investigation
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18. Additional Policies

Where applicable, the company may enforce:

- Key handling/lockbox procedures
- Non-solicitation of staff (clients hiring cleaners privately)
- Service exclusions (e.g., mould removal, hazardous waste, heavy lifting)

19. Policy Updates

- P-Enrichment Cleaning Services Pty Ltd reserves the right to update this policy
- Clients will be informed of any significant changes prior to future bookings

Agreement

I, _____, acknowledge that I have read and understood this agreement and accept the terms and conditions P-Enrichment Cleaning Services PTY LTD's policy and procedure.

Name: -

Signature: _____

Date: _____