



Neurokin Natural Cleaning Terms of Service

1. Cleaning Services

- The service will be for such cleaning duties as specified in the Package Inclusions document for each service and in turn agreed between you and Neurokin Natural Cleaning (Neurokin) upon booking.
- All cleaning products and equipment required to service your property are provided by Neurokin.
- At Neurokin we pride ourselves on our organisation and punctuality – and we will always endeavour to arrive as scheduled, however, please kindly allow 30 mins leeway before and after your scheduled booking time to accommodate unforeseen circumstances and changed traffic conditions on the Great Western Highway.
- If at any time prior to, or during, your service a Neurokin Staff Member feels there is a safety issue, they can terminate the service at their discretion.
- Neurokin does not offer End of Lease, End of Build OR Ingoing/Outgoing cleans. Appointments for properties that are empty will be terminated on arrival and last minute cancellation fees charged.

2. Customer Responsibilities

- The client will provide a safe working environment for the cleaners to perform the service.
- Clients who have booked in to a **Premium Residential Cleaning Package** will leave the property tidy and decluttered so a thorough and efficient clean can be performed. Preparation Guidelines can be found on our website and in your booking confirmation email.
- With our **Housekeeping & Decluttering Packages** there's no pressure to prep beforehand - just leave it as is and we'll handle the rest!
- The client will provide the cleaners with access to all service utilities, including hot and cold water, electricity, air conditioning and rubbish bins, as required to complete the service.

3. Accessing the Property

- The client will leave unobstructed access to those areas of the property requiring the service.
- Where possible the client will temporarily relocate any vehicles from the property's driveway to allow Neurokin Cleaners to park at least one vehicle as close to the property's entry as possible to limit long distance heavy lifting and minimise workplace associated injuries.
- Prior to the commencement of the service the client will inform Neurokin of any hazards, slippery surfaces, risks or dangers the client is aware of via the online booking form or by emailing info@neurokincleaning.com.au
- The client's stored card will be charged a No Show / Lock-Out Fee of \$145 should Neurokin Natural Cleaning be unable to access the property on the day of the booking due to the client being absent and/or uncontactable without prior arrangements being communicated.



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4. Personal Protective Equipment / Footwear Policy

- PPE refers to the Personal Protective Equipment worn by workers to reduce the risk of exposure to environmental hazards, harmful substances and bodily fluids.
- It is a Work Health & Safety Policy of Neurokin Natural Cleaning that the following Personal Protective Equipment is worn by all cleaners while carrying out their duties; Enclosed Footwear (Foot Protection), Apron (Clothing Protection), Cytotoxic Gloves (to protect from micro-organisms, bacteria/viruses and cytotoxic body fluids).
- Requests to remove Personal Protective Equipment such as footwear prior to entering the property cannot be accommodated due to the above-mentioned risks. Shoe Covers cannot be worn due to the added slip hazard that this presents.
- This policy is non-negotiable. Please cancel your appointment if you cannot allow footwear to be worn.

5. Cancellations

- There is no charge for cancellations of Premium Residential Cleaning Services and Housekeeping & Decluttering Services in instances where a reasonable amount of notice is given.
- For Changes and Cancellations within 24 hours of a scheduled appointment a Last Minute Termination Fee of \$85 will apply. This will be charged to the client's stored credit card via TimelyPay.

6. No Locked in Contract

- At Neurokin Natural Cleaning we are only as good as our last clean. The customer is not locked into any contracts with regards to regular cleaning services. At any time, the customer feels our services are slipping, they should inform the Business Owner (julia.gillies@neurokincleaning.com.au) as soon as possible.

7. Changes to days, time or scope of service

- Any changes to the service originally agreed to between Neurokin and the client must be advised, and the price agreed on, prior to the service commencing.
- If time allows, Neurokin may agree to provide any additional services on that same day. Otherwise, a day and time that suits both can be agreed on. For the best outcome, please message us a day or so ahead to make sure all your needs can be accommodated.

8. Tax Invoices & GST

- Tax Invoices are available for all services carried out by Neurokin Natural Cleaning.

9. Your Details/Personal Information

- Neurokin Natural Cleaning agrees not to share any information provided by the customer with any third party not directly involved in the provision of the service (unless required to do so by law).



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10. Payment terms

- The client will be invoiced via email following the service for payment via Credit Card, PayPal or Direct Bank Deposit (Bank Transfer) within 24 hours. (AfterPay available via our Website / Online Store)
- The client agrees to pay in full, within TWENTY-FOUR (24) hours of completion of the service.
- If payment is not received within this period the transaction will be automatically processed via our booking platform's online checkout system, TimelyPay, using Stripe, a secure PCI compliant payment platform to charge the client's stored credit card.
- Clients must report dissatisfaction with the service provided, within 24 hours of completion of the service.
- Payment must be settled prior to the next scheduled weekly or fortnightly service if the service is ongoing or services will be suspended. For One-Off Services payment must be settled prior to further bookings.

11. Overdue Payments & Debt Recovery

- All invoices must be paid by the due date specified on the invoice. If payment is not received within 30 days of the due date, the outstanding debt will be referred to eCollect Debt Collection Agency for recovery.
- If debt recovery action is required, all costs associated with the recovery process, including debt collection fees, legal fees, and any other reasonable costs, will be added to the outstanding amount owed. This means the total payable amount may be higher than the original invoice.
- By engaging our services, you acknowledge and agree to these terms regarding overdue payments and debt recovery.
- If you have any concerns regarding your payment, please contact us as soon as possible to discuss payment arrangements before the debt is escalated to a collection agency.

12. Premium Residential Cleaning Packages

- Premium Residential Cleaning Packages are booked based on the specific number of Bedrooms, Bathrooms and Living Areas you would like cleaning. All cleaning packages include the Kitchen, Dining Room & Laundry.
- Packages are priced for the full job and not at an hourly rate. Times allocated in the booking platform are for scheduling purposes only and not an indication of the exact clean time.
- The client must book in for the exact number of rooms they would like cleaning. Additional rooms cannot be added on the day of the service so please review your booking ahead of time and decide on rooms to be cleaned.
- We pride ourselves on providing a thorough and efficient service to a consistent standard. Requests to do "half a job" in exchange for more rooms than those booked will be declined. Please upgrade to the appropriate package prior to your booking.



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- Clients who have booked in to a **Premium Residential Cleaning Package** will leave the property tidy and decluttered so a thorough and efficient clean can be performed. Preparation Guidelines can be found on our website and in your booking confirmation email.
- While we guarantee a full clean for the quoted price, if we need to spend time tidying, decluttering, or clearing areas, this will impact our ability to complete all tasks within the expected timeframe and will void our guarantee. If you'd like assistance with preparation, consider booking our Pick Up & Decluttering Add-On or choose one of our **Housekeeping & Decluttering Packages** instead.

13. Housekeeping & Decluttering Packages

- Housekeeping & Decluttering Packages are time based and consist of one cleaner for the time quoted for each package. We understand that getting started on cleaning can feel impossible sometimes, so with these services there's no pressure to prep beforehand - just leave it as is and we'll handle the rest!
- Our team will endeavour to get as much done as they can from the Package Inclusions list with the time allocated or if you have a messier or larger home (or two bathrooms) we recommend booking Additional Time as an Add-On at checkout.

14. Sensory Friendly Add-On

- By selecting the "No Vacuuming" option as part of the sensory-friendly add-on, clients acknowledge that a mechanical carpet sweeper will be used instead of an electric vacuum. While this method is more sensory-friendly, it may provide a less thorough cleaning result compared to traditional vacuuming.

15. Complaints

- Clients must report dissatisfaction with the service provided, within 24 hours of completion of the service.
- Neurokin will endeavour to resolve the problem quickly and efficiently and may, at its discretion, offer the customer either of the following: A partial or full discount OR re-supply of the service without charge
- Please note our Cleaning Packages do not include the following services:
 - ⊗ Baseboards and Picture Rails
 - ⊗ Table Settings / Children's High Chairs
 - ⊗ Treating / Removing Mould
 - ⊗ Light Fixtures & Ceiling Fans
 - ⊗ Walls and Window Washing – ADD ON AVAILABLE
 - ⊗ Oven Cleaning – Deep Clean
 - ⊗ Home Bar Displays, Wine Racks
 - ⊗ Blinds & Plantation Shutters – ADD ON AVAILABLE



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- ⊗ Pick Up and Decluttering – ADD ON AVAILABLE
- ⊗ Stairs and Balustrades – ADD ON AVAILABLE
- ⊗ Butler's Pantry – ADD ON AVAILABLE
- Neurokin Natural Cleaning does not offer End of Lease, End of Build OR Ingoing/Outgoing cleans. Appointments for properties that are empty will be terminated on arrival and last minute cancellation fees charged.

16. Damage or Breakages

- At Neurokin Natural Cleaning, we take great care while cleaning your home or workspace. However, in the rare event that an item is accidentally damaged or broken, the following policy applies:
 - **Notification** : If a cleaner damages or breaks an item during a service, we will notify you as soon as possible.
 - **Assessment**: We may request photos or further details to assess the extent of the damage.
 - **Liability Limits**:
 1. We are not liable for pre-existing damage, wear and tear, or fragile items placed in precarious positions.
 2. We are not responsible for damages caused by improper installation of fixtures, loose shelving, unsecured wall hangings, or fragile/delicate items not disclosed before the service.
 - **Compensation & Resolution**:
 3. If we determine that the damage was due to our negligence, we will work with you to find a reasonable resolution, which may include repairing or replacing the item.
 4. Any compensation is capped at the replacement value of the item, up to a reasonable limit.
 5. We reserve the right to request proof of value for high-value items.
 - **Client Responsibilities**:
 - Clients are required to store valuable or fragile items in a safe place before our team arrives.
 - If you have particularly fragile or valuable items, please inform us before your scheduled service so we can take extra precautions.

17. Window Washing & Glass Damage

- At Neurokin Natural Cleaning, we take every precaution to ensure that window washing is performed safely and effectively. However, due to the nature of glass surfaces and external factors, the following policy applies:



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- **Pre-Existing Damage:** We are not responsible for scratches, chips, cracks, or other damage that existed prior to cleaning. Clients are encouraged to inspect their glass surfaces before service.
- **Glass Scratching & Etching:**
 1. Some glass surfaces, particularly tempered or untreated glass, may already have micro-abrasions or manufacturing defects that become more visible after cleaning.
 2. If debris, sand, or mineral buildup is present, even with the most careful cleaning techniques, there is a small risk of scratching.
- **Liability Limits:**
 3. We use non-abrasive cleaning techniques and natural products, but we cannot guarantee against scratches or etching, especially on untreated or already compromised glass.
 4. We are not liable for damage resulting from pre-existing weaknesses, improper installation, or past improper cleaning methods.
- **Client Responsibilities:**
 5. If you are aware of any fragile or high-risk glass surfaces, please inform us in advance.
 6. We recommend that clients remove any loose or valuable items from windowsills before the service.
- **Resolution & Insurance Claims:**
 7. If you believe damage has occurred during the cleaning process, you must notify us within 24 hours with photos and details of the issue.
 8. We will assess the situation and compare it with any pre-service documentation, if available.
 9. If the damage is determined to be our responsibility, we will explore resolution options, which may include submitting an insurance claim.
 10. If an insurance claim is necessary, we will initiate the process with our insurer, who may require additional documentation and an assessment of the damage.
 11. Claims may take time to process, and the outcome will depend on the insurer's evaluation. Any compensation will be limited to the insurer's approved amount and policy terms.
- By booking a window washing service with Neurokin Natural Cleaning, you acknowledge the above risks and agree to these terms.



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18. Security of Property

- At Neurokin Natural Cleaning, we take the security of your property seriously, but we are not responsible for the security of your premises in the event that you are not home at the time of service. The following applies:
 - **Locked Doors & Windows** – We will make every reasonable effort to lock any doors or windows that we have opened during the cleaning process before leaving the premises. If you have specific instructions regarding locking up upon departure, please feel free to let us know, and we will be happy to follow them.
 - **Unattended Property** – We do not check all doors and windows for security after the service is completed. If any doors or windows are left unlocked or open, we are not responsible for any loss, theft, or damage that may occur.
 - **Client Responsibility** – It is the client's responsibility to ensure that all valuable or sensitive items are secured before the service. If you have any concerns about your property's security, please make arrangements for someone to be home or take additional precautions to secure your property before we arrive.
 - **Limitation of Responsibility** – While we will make reasonable efforts to lock up according to any instructions provided, we are not responsible for the overall security of the property when no one is home at either the time of arrival or departure.
- By booking a service with Neurokin Natural Cleaning, you acknowledge and agree to these terms regarding the security of your property.

19. Pets / Domestic Animals

- The client is to inform Neurokin via email (and again upon arrival) of all animals residing on the property and their various needs, temperaments and personal boundaries.
- Clients must be home at the start of the first service to introduce us to any pets prior to leaving them alone with us – this is to minimise any distress to your pet(s) and to ensure there are no signs of fear or aggression from dogs.
- If friendly, Pets are free to continue normal enjoyment of their home environment during the service!
- If showing signs of aggression, dogs will need to be removed from the cleaning area & safely contained.
- Failure to comply with requests from Staff and/or Management will result in the service being terminated.
- All cleaners on staff have the discretion to terminate a service at any point that they feel unsafe.
- The client assumes all responsibility for the safe containment of Pets on the property during the service.
- All Cats will be assumed as Indoor and will not be granted access outside by any Neurokin staff member regardless of what is written on the New Client information form. The client is to make provisions for their cat(s) toileting if left inside in the client's absence without a pet door or cat flap.



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20. Bamboo Flooring

- Bamboo easily absorbs water. This leads to such flooring being vulnerable to humidity and water damage (shrinking, warping, swelling and buckling).
- Great care needs to be taken with cleaning Bamboo Flooring and in particular with mopping. It should not be cleaned with anything harsh or abrasive and never with a steam mop as this can severely damage the bamboo. Instead what is recommended is a spray mop with microfibre mop pads and a gentle wood or bamboo floor cleaner.
- At Neurokin we use a Nellie Wow Mop (electric spray mop) and Koala Eco All Natural Floor Cleaner for all our cleans as we have tried and tested this method on many bamboo floors without issue.
- Please familiarise yourself with the above mentioned products via the following websites as by booking an appointment with Neurokin Natural Cleaning you are confirming that you have read and understood our Terms of Service and are aware of the products and equipment that will be used as well as their active ingredients:
Koala Eco: <https://koala.eco/products/floor-cleaner?variant=13794391949375>
Nellie Wow Mop: <https://nellies.com.au/products/nellies-wow-mop-with-blue-pads>

21. Stone Bench Tops

- Natural Stone is porous and permeable and should be treated with an appropriate sealer prior to cleaning to minimise staining and etching.
- It should never be cleaned with acidic chemicals, harsh detergents, abrasive scourers, bleaches, boiling water or oil based cleaners like turpentine. Instead mild soaps, warm water and soft clean cloths and sponges are recommended.
- At Neurokin we use Koala Eco All Natural Dish Soap mixed with water for cleaning all benchtops, before wiping with a microfibre cloth, as this is the only method safe for all stone including Marble, Caesar Stone and Granite.
- Please familiarise yourself with the above mentioned products via the following websites as by booking an appointment with Neurokin Natural Cleaning you are confirming that you have read and understood our Terms of Service and are aware of the products and equipment that will be used as well as their active ingredients:
Koala Eco: <https://koala.eco/collections/all-products/products/natural-dish-soap?variant=46186912270>



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22. Client-Initiated Aggression

- Neurokin Natural Cleaning has a ZERO TOLERANCE policy regarding any form of client-initiated violence, aggression, or inappropriate behaviour towards our staff. This includes, but is not limited to:
 - Verbal abuse (in person or over the phone)
 - Written abuse or harassment
 - Threats or intimidation
 - Physical or sexual assault
 - Malicious damage to property
- In the event of any aggressive or violent behaviour, our staff members have the right to immediately terminate the service and leave the premises without prior notice. Any incidents of aggression or violence will be reported to management and, where appropriate, the authorities.
- We encourage open communication with our clients and welcome constructive feedback, but it must be provided in a respectful and professional manner.
- If there are signs of dissatisfaction, our team will address the matter promptly to prevent escalation. However, any form of aggression, including subtle signs of frustration or disrespect, will not be tolerated.
- By booking a service with Neurokin Natural Cleaning, you agree to treat our staff with respect and understand that any form of aggression or violence will result in the immediate termination of the service and possible legal action.

23. Right to change or modify Terms of Service

- Neurokin Natural Cleaning reserves the right to change or modify any of the terms and conditions contained in this Terms of Service document at any time and in our sole discretion.
- Any changes or modifications will be communicated immediately to all pre-existing clientele via email and will be effective as of the date specified in said correspondence. Posting of the revisions will also occur on our website www.neurokincleaning.com.au
- The continued use of our services following notification via email of the changes and modifications and following posting of these on our website will confirm your acceptance of such changes or modifications.

Should you have any questions or require any further information please don't hesitate to get in touch:

Email: info@neurokincleaning.com.au