

Terms and Conditions 2023

1. There are absolutely NO Refunds including Vouchers, One Off and Vacates
2. Vouchers are treated as law as the same as Gift Cards
3. Only red vouchers can be redeemed for home goods
4. Green Vouchers are Housekeeping WA's Premium Gift Cards and can be redeemed for House Cleaning and all other Housekeeping WA Specialised Services except home goods. Please refer to our Services Rate Redemption Card for Red Voucher Goods on rate paying with Red Vouchers
5. Red vouchers carry the TOTAL EXCLUSION; they CANNOT be used for home cleaning under any circumstance.
6. Only Green Vouchers are fully transferable to third parties within our agreed area of service and must be agreed by Housekeeping WA before being transferred
7. Travel restrictions can apply to areas we service. We service the metropolitan, within a radius of 20 km from the Perth CBD
8. Clients can purchase vouchers in a group and still be eligible for discounts. However only one payment is to be received by Housekeeping WA for the vouchers
9. All our vouchers are valid for a maximum of 12 months from their date of purchase as per ACCC Guidelines in accordance that our Vouchers / Gift Cards are Supplied at a Genuine Discount
10. Green vouchers can be used for any Housekeeping WA listed service, please ask for our current service rate and redemption card
11. Our terms and conditions are subject to change without notice
12. Red Vouchers can only be redeemed whilst maintaining a minimum holding of 10 unused Green Vouchers
13. Blue Vouchers can Only be Redeemed for Ironing Services, a minimum of 2 Vouchers for Pick Up and Delivery
14. Red Vouchers are NOT transferable to third parties and are subject to our Terms and Conditions
15. Red Vouchers can be used for Specialised Services only and Home Products and CANNOT be used for Home Cleaning
16. Breakage of any kind are NOT covered by our insurance or the contractor's insurance, and we do not take responsibility for same unless otherwise agreed, all Jobs have minimum times specifications. Please refer to our Services and Rate Redemption Card
17. Any alleged damage to a client's property must be reported to our office within 24 hours of it occurring and followed up in writing by the client with details of the alleged damage within 7 days of the alleged damage occurring otherwise any insurance claim will be rejected and voided
18. When purchasing vouchers for a gift the minimum purchase is 5 Green Vouchers
19. For Specialised Service Rates please consult our Rate Redemption Card
20. Any stainless-steel surface will not be cleaned due to the increased risk of damage caused by cleaning however stainless-steel will be cleaned if a client pays their Contractor one Green or Red Voucher to cover the additional cost of the cleaning agents used in the cleaning process and the increase in cost of Insurance in cleaning of stainless-steel
21. If damage has occurred to any stainless-steel appliance, sink exhaust fan or any other stainless-steel surface and the extra Green or Red Voucher has not been paid then this will VOID and negate any responsibility by Housekeeping WA and its Contractors for repair or replacement of any alleged damage to any stainless-steel item as described above
22. Weekly and fortnightly clients must maintain a minimum of 8 cleans in advance with Green Vouchers to maintain their regular booking and housekeepers

23. All Housekeeping WA Services have different rates applicable regarding the rate of Redemption for Vouchers Please consult with our Customer Service Managers or refer to our Rate Redemption Card
24. All our Bookings incur a \$22.00 [Single] or \$33.00 [Multiple] Booking charge. We do not charge Credit Card Fees on Purchases; however, we do charge a Credit Card Fee when Housekeeping WA have a Sale of Multiple Voucher Deals
25. With all Appointments we operate on Windows of 1 Hour Maximum, so as an example if an Appointment is made for 9.00 am Housekeeping WA will attend no later than 1 Hour, this then being 10.00 am on this occasion
26. Any requests to fix unsatisfactory cleaning tasks must be made within 24 hours of the work being completed to avoid any additional charges being incurred
27. By Payment and Use of our Services you Agree to our Terms and Conditions 2023
28. Housekeeping WA as per our Terms and Conditions can Cancel your Service and may retain 35% Agency Fee if a client is Abusive, Unreasonable, Threatening or Intimidating to any of our Contractors, Staff or Agency Personnel
29. Housekeeping WA operate our Voucher System like that of Airlines [Fare Types] that offer Variations, Costings, and Restriction of Services during Peak Times, please refer to Clause 22
30. Housekeeping WA as a Fully Registered and Transparent Cleaning Agency will always try to resolve any Issue that a client may have to the best of our ability. We have in place a 3 Step Resolution Process that is adjudicated by the Director of Operations:
 - Recognition [Issue]
 - Accountability [Investigate]
 - Commitment [Resolve]