FAQs and booking and payment terms

Unit and apartment cleaning from Brisbane to the Gold Coast and everywhere in between. Please keep this for your records.

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Part 1. Frequently asked questions

Do you clean houses or townhouses?

Houses and townhouses are by application only. Our specialty is units and apartments. They have consistent layouts and building rules we know well, like lift bookings, access fobs and body corporate requirements, so we can quote accurately and clean them to the standard agents check. Houses and townhouses vary much more in size, levels and extras like yards and garages, so we look at each one before we agree to take it on. To apply, send an enquiry with the address, size and your date, and we will let you know if we can help and confirm the price in writing.

Do you clean studios and one-bedroom units?

Yes. The quote tool starts at studio size and goes up to three-bedroom units.

Can you work around lift bookings and body corporate rules?

Yes. Tell us your building's rules when you enquire. If you give us the details, we can book the lift or loading dock with your building manager, and we work within quiet hours.

How do you get into the building?

Tell us how access works: a key from your agent, a fob, a concierge or a lockbox. We agree it with you in writing before the clean.

Are balconies included?

In a bond clean, yes. We sweep and wash the floor and wipe the glass and rails. For other cleans, add the balcony in the quote tool.

Do you need a parking space?

Please tell us about visitor parking or loading dock access so we arrive ready. It avoids delays on the day.

Do I need to be home?

No. Most bond cleans happen while the property is empty. You can leave the key with your agent, in a lockbox, or hand it over on the day. We agree access with you in writing first.

What if my agent finds something after the clean?

After a bond clean, send us the agent's list within 72 hours and we return to fix those items free of charge. Conditions apply, see the re-clean question below.

Is carpet cleaning included?

It is an add-on, priced by room in the quote tool. Many agents ask for a steam clean receipt, so we provide one.

Are oven, fridge and windows included in a bond clean?

Yes. Oven, rangehood, fridge and internal windows are part of the standard bond clean. On other cleans they are optional add-ons.

Do I need to pay a deposit?

Yes. A 25% deposit (minimum $50) confirms your booking and holds your time slot. The balance is due when the clean is finished. We send a tax invoice and receipt.

What if I need to cancel or change the date?

Tell us at least 48 hours before the booked time and we will move the booking or refund your deposit. Inside 48 hours the deposit is kept to cover the time we held for you. If we cancel or cannot do the clean, you get your deposit back in full. Full details are in our terms.

How do I pay?

By bank transfer or PayID, or by card through the payment link we send. We confirm the details in writing with your quote. Please do not pay anyone who has not confirmed the details in writing with you first.

Are there conditions on the free re-clean?

Yes. This applies to bond cleans. Tell us in writing within 72 hours of the clean, send the agent's list (and photos if you can), and make sure the invoice is paid. We return to fix the flagged items. See the full conditions.

Do you pressure clean balconies?

Yes. You can add it to any clean in the quote tool, or book it on its own. We check your building allows pressure washing first, because many body corporates need approval. If it is not allowed, we hand scrub the balcony instead.

How quickly can you come?

We often have same-week availability, including weekends and public holidays. Tight vacate date? Call us and we will see what we can do.

What do I need to supply?

Nothing. We bring equipment, products and a vacuum. Please keep water and power connected on the day.

How does the quote work?

The instant quote is an estimate based on size, condition and add-ons. We confirm a final price in writing before you book, and it does not change on the day unless you add work or the unit is in a much worse state than described. If that happens, we tell you before we start and agree any change in writing.

How do I give feedback or make a complaint?

Tell us by phone or email and we will respond within one business day. We want to put it right.

Part 2. Booking and payment terms

These terms apply together with your written quote. If anything in your quote is different, the quote applies.

1. Booking and deposit

A booking is confirmed when you accept our written quote and we receive your deposit of 25% of the quoted price (minimum $50). Until then, your time slot is not held.

The deposit is credited against your final invoice.

If we cancel your booking, or cannot do the clean for any reason on our side, we refund your deposit in full.

2. Payment

The balance is due on the day the clean is finished. We send the invoice and payment link as soon as we finish, so you do not need to be home. We accept bank transfer, PayID and card. Payment details are always confirmed in writing in your quote.

Agents and property managers may be offered payment terms by written agreement. Unless agreed otherwise, invoices are due within 7 days.

Overdue invoices may be charged a reasonable late fee and our recovery costs, as set out in your written quote.

3. Cancelling or changing a booking

Tell us at least 48 hours before the booked time and we will reschedule or refund your deposit.

Inside 48 hours, the deposit is kept to cover the time we held for you. If we cannot start or finish because we cannot get in, for example no key, fob, lift booking or access to the unit, the full price of the booked clean is payable.

4. Price changes

Quotes are based on what you tell us about the unit. If it is in a much worse state than described, or you add rooms or extras, we will tell you before we start and agree any change in writing. We will not charge more without your agreement.

5. Free re-clean

After a bond clean, if your agent or landlord finds something we missed from our checklist, we return and fix it free of charge when:

- you tell us in writing within 72 hours of the clean, with the agent's list and photos where possible;
- your invoice has been paid in full;
- you give us access within 7 days of telling us.

The re-clean covers items on our checklist. It does not cover damage, wear and tear, stains that cannot be removed by normal cleaning, items outside the agreed scope, or areas used or soiled after we left.

6. Access, lifts and building rules

You are responsible for arranging access to the unit and for any building requirements, such as lift bookings, fobs and visitor parking. We are happy to help with the booking. Fees charged by the building are not included in our price.

Pressure cleaning a balcony is only done where your building allows it. You are responsible for any body corporate approval. If it is not allowed, we can hand scrub the balcony instead.

7. Care and liability

We take care of your place and hold public liability insurance. Please tell us about fragile items, existing damage or anything you want us to avoid before we start. We are not responsible for damage that existed before the clean or for items of unusual value left in the unit.

8. Photos and privacy

We take before and after photos as a record of the job. We share them only with you and, if you ask, your agent. We do not publish them without your permission.

Prices are estimates and are confirmed in writing before booking. A deposit confirms your booking.