Dear valued customer,

We are delighted that you have chosen Ambient Home Group (AHG) as your desired service provider. AHG is not only a cleaning service provider, we are a fully comprehensive home management company. AHG eliminates the need to employ multiple people/services separately yourself, we are able to provide an all in one service. AHG aims to act as a set and forget solution to all your home needs. Please read the following information to assist in your understanding of our company and our capabilities. Please also ensure you read our policies and terms of service. AHG is not responsible for any confusion that arises as a result of not reading these documents carefully/in full.

**Our vision**

AHG’s vision is to provide our customers with the best possible service. We understand that many of our customers have busy lives and need assistance organizing essential and valuable services around the home. When it comes to cleaning, we have various strategies in place behind the scenes to ensure our service exceeds your expectations.

**Our staff**

Many of our staff here at AHG have been in the service industry for years and are experienced at cleaning and organizing. ALL of our staff are police checked and vaccinated against covid-19 as a minimum requirement. We undergo reference checks and experience checks of all new staff. AHG aims to provide consistency to our customers by sending familiar cleaner/s for more regular bookings (weekly/fortnightly). This may mean one cleaner or a few familiar cleaners on rotation. This is subject to changes due to scheduling demands, illness and staff being away. All of our staff are employed by us (not subcontracted) Ambient Home Group reserves the right to occasionally reschedule staff as needed. **If a regular cleaner is absent, Ambient will attempt to provide a suitable replacement.**

**If you have any important instructions or requests,** we always recommend communicating these to us (either in a document or a video for future use). For example, where your products or equipment is located, how to enter etc. This can all be sent through to us, we will do the rest to ensure information is communicated effectively to any and all staff employed by us.

**In the event that your regular cleaner/s leave, change availability, relocate or discontinue work for whatever reason**, Ambient Home Group aims to create a smooth transition for all involved wherever possible. During this transition period please keep in mind that we are doing our best to organize for you, suitable replacement staff member/s. We are working in line with our other cleaners schedules and all of their existing clients. AHG will either endeavor to fit you in with an existing staff members schedule (which may mean being a bit flexible with days and times), or alternatively we may decide to hire and onboard an experienced cleaner (which can take a few weeks). Please note that the turn around for this process can range from a few days to up to 3 weeks. Your flexibility of days/times will help shorten this process (please let us know what days and times will work ongoing).

We understand change is not ideal with busy lives! Your patience is appreciated whilst we do the work for you to find your next superstar cleaner/housekeeper! We are a thorough company and must go through the correct checks before we come back to you with a suitable staff member. Conversely, if you decide to endeavor to do this yourself, please notify us as soon as possible.

**Training and continuity of quality**

At AHG we acknowledge that everyone has to start somewhere. This is why we have created our own training program that all of our cleaning and housekeeping staff must undergo prior to being accepted as one of our team. Our training program includes new staff accompanying more experienced staff for a number of weeks until they have passed a number of checks regarding competency in attention to detail, product familiarity, service inclusions and much more!

**Admin and operational staff**

A large part of our vision to provide a great home management service comes down to our organization/admin team. Our brilliant admin team has years of experience in the service industry and are always happy to hear from you! We will always strive to answer any queries in a professional and timely manner to ensure you always receive the best possible service.

**Hours of operation and support**

Our office and admin hours are between 9am and 5pm Monday to Friday. However, our inbox (email) is checked intermittently from 8am and 8pm weekdays and weekends. In an emergency please specify this in your email and we will endeavor to respond as soon as possible. **If you have concerns, questions or requests, kindly send us an email or a call**

* **Ambient Home group: 0435 677 545**
* **Grace Alexander (client relations) 0484939692**
* **Amber Main (CEO) Personal phone 0490 928 163 for emergency only**
* **Tracy F (staff relations)** [**Ambientcleanco@gmail.com**](mailto:Ambientcleanco@gmail.com) **0416703267**
* **Jaleesa (non urgent administration)** [**Ambientcleanco@gmail.com**](mailto:Ambientcleanco@gmail.com)

**Cancellation/reschedule info**

If you need to **cancel or reschedule** within 3 days of your service, a fee will apply depending on the time frame. Though Ambient will always aim to exercise discretion, you are responsible for getting in touch (**phone is the fastest way**) in the event that you need to reschedule or cancel your service).

**72-49 hrs = 25% of your quoted price.**

**48-25 hrs = 50% of your quoted price.**

**Under 24hrs = 100% of your quoted price.**

**Other services we offer**

Being a home management company, we offer many other valuable services that may assist you in finding more time for yourself. Please call 0435677545 for more info and a quote. Or visit Ambienthomegroup.com

* **Gardening and exterior services:**

-Lawn care (mowing, trimming, laying)

-Applying fertilizers and pesticides

-Weeding

-Tidying (or garden clearance)

-Hedge cutting/trimming

-Planting

-Pruning

-Washing (to remove stains or oil from concrete/pavements)

-Exterior house pressure wash

-Drive way/patio/courtyard pressure wash.

-Gutters cleared out.

-sanitizing/cleaning wheelie bins.

* **Floral arrangements:**

-available as adons to cleaning services or separately.

-Fresh seasonal bunch (one type of flower)

-Pastel bouquet (small, med and large)

-Bright bouquet (small, med, large)

-Berry bouquet (small, med, large) (Burgundy)

-Autumn bouquet (small, med, large)

-White/green bouquet (small, med, large)

-Florists choice (small, med, large)

**Dog walking:**

**-**Group adventure (2-5 dogs for up to 2 hours)

-Solo walk (one dog only)

**babysitting/nannying:**

-Pay by the hour babysitting (3 hour min)

-Permanent nanny service

**Home projects:**

-Organizational project eg. wardrobe reorganization.

**Mobile massage:**

-relaxation massage (60 or 90 mins)

-Various add on available

