**CUSTOMER POLICIES**

**Dear Customers,**

AHG policy effective 11th September 2022.

Please read and acknowledge our terms and conditions. These policies will assist us in providing a more effective service between Ambient Home Group and its customers.

**If you have concerns, questions or requests, kindly send us an email or a call**

* **Ambient Home group: 0435 677 545**
* **Amber Main (CEO) 0490 928 163 for emergency only**
* **Michaela Pankova (2IC)- 0405912770**
* **Frances (EA) (non urgent inquiries)** [**Ambientcleanco@gmail.com**](mailto:Ambientcleanco@gmail.com)

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**CLEANING SUPPLIES AND PRODUCTS**

You can choose for your cleaner to supply

* Regular (+$5)
* Eco-friendly products (+$7)
* or you may choose for the cleaner to use your own cleaning supplies (in which you will be responsible for any special instructions or directions).

**Ambient does not supply vacuum cleaners or mops at this stage.** Partly due to it being a health and safety hazard for staff to be carrying around heavy equipment in between jobs etc.

**STAFF PROFESSIONALISM**

Staff will arrive in comfortable, professional attire. It's our policy that our employees do not smoke or eat in your home or surrounding property.

Sometimes staff may take **“before and after photos''**. These are strictly for professional use only and usually between staff and managers for quality compliance. No photos will be used for social media or other without client permission.

* I consent to before and after photos being used publicly for business social media, website purposes (optional)

**QUALITY**

We strive to exceed your expectations for quality cleaning services. We inspect our work before leaving your home. If you have any complaints about the quality of your service, please ensure that you inform us on the same day so that we can address this in a timely manner and make arrangements if necessary. Matters addressed weeks/months later may not be able to be addressed.

**COMPLAINTS**

If you are dissatisfied with your service please email or call us to notify us within 3 business days. Please document with photos.

Any damages must be documents with before and after photos within 3 business days

**RESCHEDULE OR CANCELLATION**

If you need to **cancel or reschedule** within 3 days of your service, a fee will apply depending on the time frame.

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

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

Under 24hrs = 100% of your quoted price.

**IMPORTANT:**

Payment is due 3 days after the due day. We will send you a notification/ reminder before and after your payment is due. **Failure to pay 30 days after the due date will be subject to penalties. Late** fees at a rate of $5 per week overdue will be applied.

**IMPORTANT:** Please let us know if you are at home or out on your day of schedule. We will assume the protocol from what you pick below. Let us know of any changes at any time.If you are not at home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us your code.

I will:

* Be home to greet the cleaner
* Leave a key under mat
* Give a key via lockbox and code
* Door will be open (cleaner to open)
* Give a door code\_\_\_\_\_\_
* Others (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**If you are not home to allow access or forget etc**: The cleaner will attempt to ring the doorbell/knock on the door/look for a key under the mat etc. After this the cleaner will wait 5 minutes before calling the manager to notify them they cannot access. We will attempt to call you. **If, after 20 minutes, we still are unable to access, the cleaner will have to leave and you will be charged the full amount for the service.**

**PARKING FOR THE CLEANER**

* I have a permit available
* There is adequate street parking
* There is paid parking (**parking to be paid by client on the day**)
* There is a nearby street/area where parking is available
* We can provide a garage/carspot

**REFERRALS**

You will receive **10% off on yo**ur next cleaning

service for referring each **NEW CUSTOMER** to Ambient Home Group.

(Discount will be applied after the referred customers first cleaning)

**CLEANERS ARRIVAL**

Prior to the cleaner’s arrival, please remove all items, clothing, toys, etc that may delay the efficient cleaning of your home. (unless you have requested a tidy up to be included).

This will maximize productivity and minimize the time we spend to clean your home.

If you prefer that our cleaners remove these items, we are happy to do so, however, we will add this to your bills with the corresponding change.

* I acknowledge that if my regular cleaner is absent, Ambient will attempt to provide a suitable replacement.
* I acknowledge that Ambient may occasionally partner another cleaner with my regular cleaner for training purposes.

Our cleaners are very careful. Sometimes, accidents can happen. If you have any expensive, irreplaceable, sensitive objects, we request you to keep them away

or put in a secured place to avoid painful accidents. Please note we are insured, however if things are particularly precious, especially sentimental, these may not always be able to be replaced.

**SAFETY**

For the safety of your children (if any), we ask you to supervise them while the cleaners and equipment is present in your home. Our cleaners are not responsible for children if you decide to leave the house.

**COVID SAFETY**

Our commitment to safety covers everything, from making sure we are doing our part to stop the risk , spreading the virus, to maintaining business continuity so that our customers and staff don’t have to worry about theirs.

**For the customer** : If you have recently found out that if you have a covid 19, you will need to let us know and reschedule.

**For the staff:** we will replace them with another cleaner for you.

**PETS**

Please secure all pets that are dangerous to our employees inside and outside of your place. This also allows the cleaners to complete the job hassle and stress free!

**EXTRAS**

If you'd like to add an extra service to your booking, please notify us before the booking date by sending a message or email to [**ambientcleanco@gmail.com**](mailto:ambientcleanco@gmail.com)

A full list of extras is available on our website under housekeeping.

You may also refer from here:

* Bed linen Change (+$9 per bed) please specify quantity \_\_\_\_\_\_\_\_\_\_
* Light tidy up (+$10) 15 mins
* Heavy tidy up (+$25) 30 mins
* Dishes washed (+$12) per full sink
* Oven clean (+$30)
* Clothes folding (+$15) per basket. Please specify quantity\_\_\_\_\_\_\_
* Balcony Clean (+$28)
* Wall clean (+$9) per wall. Please specify quantity\_\_\_\_\_\_\_\_
* Shutter/Blind dust (+$10) per blind. Please specify quantity\_\_\_\_\_\_\_\_\_\_
* Fridge Interior clean (+$30)
* Rangehood clean (+$18)
* Ironing (+$12) for 4 items
* Windows inside and out (via consult)
* Couch spot clean (+$5)

**FORGOTTEN EXTRAS**

If you forget to notify us about an extra you'd like on the day, the cleaner will attempt to complete this at the end if there is time. The cleaner will notify us of the extra and this will be added to your invoice. If there is no time, you will have to rebook.

**TYPES OF CLEANS**

We always recommend an initial spring clean or deep clean if it has been more than 3 weeks since you have had your house cleaned. This is because there are items that cannot be accounted for with just the standard boutique clean. Such as: Shower scum that has built up, any amount of mold, caked up grime on sink, heavy layer of dust. If we arrive at your place and you have booked a standard clean and we think your house needs a deep clean, the cleaners will let you know that the job may be beyond the standard packages capabilities. In this case, there are items such as listed above that may not be cleaned to completion due to time restrictions.

If you want to know what's included with the clean you’re choosing, kindly refer to the details below <https://www.ambienthomegroup.com/services>

**TAKING PHOTOS**

Customer privacy and confidentiality is very important. Any photos taken inside homes are for quality control purposes only.

**USE OF SOCIAL MEDIA**

Sharing any information about clients and their homes etc is not permitted on social media especially. This includes photos and videos.

**ASKING OUR CLEANERS TO WORK FOR YOU OUTSIDE AMBIENT.**

We do not allow our cleaners to book/ work with our customers outside Ambient Organization. If you wish to rebook for another session, kindly contact us at[**ambientcleanco@gmail.com**](mailto:ambientcleanco@gmail.com) or Amber **(0435 677 545).**

* **I hereby agree and acknowledge that i understand all the terms and policies stated above**

Customers name:

Date:

**THANK YOU FOR BOOKING WITH US.**

**AN AMBIENT HOME, IS A HAPPY HOME**