

Ambient Home Group

Book now: www.ambienthomegroup.com

Email: ambientcleanco@gmail.com

CUSTOMER SERVICE INFORMATION & FAQ'S

Dear valued customer,

We are delighted that you have chosen Ambient Home Group (AHG) as your desired Floral arrangement provider. AHG is not only a floral arrangement 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 floral arrangements, we have various strategies in place behind the scenes to ensure our service exceeds your expectations.

Our staff

Our florist, Jess, is an experienced and creative florist. Jess aims to please with her beautiful hand made floral arrangements! **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, If you won't be home for delivery, where you would like the arrangement to be left. 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.

transaction currencies

All prices are listed in Australian dollars (AUD).

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Substitutions

We always aim to ensure that your own reflects the requested item/arrangement/bouquet. However, substitutions are occasionally necessary from time to time when seasonality or availability of flowers may affect the exact type of flowers available.

I can't find what I want on your website, do you do custom orders?

We sure do! Please call 0435677545 to discuss options.

Subscriptions

Weekly and Fortnightly subscriptions are discounted for the first 3 months when you sign up. Must commit to 3 months:

- 5% off small arrangement (\$61.75 instead of \$65)
- 25% off medium arrangement (\$75 instead of \$100)
- 30% off large arrangement (\$105 instead of \$150)

*Offer valid from March 18th - Sep 18th 2023.

How long will my flowers last?

Flowers that are well cared for can last for a week or sometimes longer in good condition. We recommend changing the water and slightly trimming the stems each day. Keep out of heat and sunlight as much as possible as this can accelerate the blooming process.

I don't have a vase at home!

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Don't worry! You can Add \$10 for vase or ceramic hire weekly, or you can buy the container outright so you have one for future use!:

- Small arrangement: \$15

- Medium arrangement: \$25

- large arrangement: \$40+

Can I get my flowers to be delivered at the same time as my house clean? Currently, due to florist supply and delivery demand we require all orders to be placed by Monday 6pm for delivery on Wednesday. This means that your flowers will be delivered a day or two before or after your clean, which should still be within a reasonable timeframe for a beautiful finishing touch to a wonderfully clean house.

Delivery

All orders must be made by Monday 6pm for delivery on Wednesday. Delivery is free in borroondara and stonington areas. Please call for outside of these areas (0435677545).

Refunds/Replacement

In the event that your order cannot be delivered for any reason, we will endeavor to notify you in a timely manner by phone or email before the requested time. Refunds and replacements will be dealt with on a case by case basis. AHG is committed to providing exceptional customer service and quality products. If you have any questions or concerns regarding your order/arrangement, please call 0435677545 or email Ambientcleanco@gmail.com

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GST(goods & services tax)

Our products and services attract a Goods and Services Tax (GST) of 10%. All prices advertised are inclusive of GST.

Payment

Invoices are payable from the date of issue and are due 3 days from the date of order.

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 0416703267
- Jaleesa (non urgent administration) 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.

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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.

Cleaning and housekeeping:

- Deep clean
- Spring clean
- All the details clean
- Boutique standard clean
- End of lease clean
- Air bnb clean
- Freshen up housekeeping package

Add ons available:

- Bed linen Change
- Light tidy up
- Heavy tidy up
- Dishes washed

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Oven clean
Clothes folding
Clothes washing
Balcony Clean
Wall clean (will need a magic eraser).
Shutter/Blind dust
Fridge Interior clean (throw away expired foods and clean out the fridge).
Range hood clean.
Ironing
Windows inside and out (will only be required for small areas)
Couch spot clean

Dog walking:

-Group adventure (2-5 dogs for up to 2 hours)
-Solo walk (one dog only)

babysitting/nannyng:

-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