



# Terms and Conditions

Please ensure you read and understand these terms and conditions before you book with us.

## 1.0 Service Terms and Conditions

### 1.1 Services Provided

Genio Cleaning Services offers professional cleaning services for residential, commercial, and office spaces. The scope of work will be agreed upon at the time of booking and confirmed in writing or by invoice. Service descriptions on the website are provided as a guide. The exact service performed may vary depending on the size and condition of the property.

### 1.2 Booking & Scheduling

Appointments are subject to availability. We reserve the right to reschedule or cancel appointments in cases of emergencies or unforeseen circumstances, with prior notice to the client. Once a booking is confirmed, you will receive confirmation of your service date and time.

### 1.3 Pricing & Payment

Prices are quoted based on the size, condition, and specific requirements of the space. All payments are required upon completion of the service unless otherwise agreed. Prices quoted are based on the information provided by the client. If the property condition or size differs significantly from what was described, additional charges may apply with client approval.

Accepted payment methods include [Bank Transfer, Debit / Credit Card]

## **1.4 Cancellation & Refund Policy**

Cancellations made within 48 hours may be eligible for service credit at our discretion. No-shows or cancellations within 24 hours may result in a 50% charge of the booking value to the client.

If our cleaners arrive at the property and are unable to gain access, a lockout fee of up to 80% of the booking value may apply.

## **1.5 Access to Property**

Clients are responsible for providing access to the property at the scheduled time. If access is not granted and the cleaner is unable to perform the service, the full or part of the service fee may still apply. If keys, access codes or entry instructions are required, these must be provided before the appointment. Genio Cleaning Services is not responsible for delays caused by a lack of access.

## **1.6 Quality Guarantee**

We strive for 100% customer satisfaction. If you are not satisfied with the quality of the service provided, please contact us within 24 hours, and where appropriate, we will arrange to resolve the issue promptly.

## **1.7 Liability**

While we take utmost care with your property, Genio Cleaning Services is not liable for pre-existing damages, wear and tear, or items not secured prior to cleaning. Any damages caused by our staff during service must be reported within 24 hours for investigation and resolution. Genio Cleaning Services is not liable for:

- Pre-existing damage or wear and tear
- Faulty fixtures or fittings
- Items that were not secured or stored safely
- Damage caused by normal cleaning processes

Our liability is limited to the value of the service provided. If our team notices any existing damage before cleaning begins, it may be documented or photographed.

## **1.8 Health & Safety**

For the safety of our staff, we reserve the right to refuse service if a property is deemed hazardous or unsafe. This includes situations involving hazardous materials, pest infestations, aggressive animals, or unsafe structures. Clients must inform us of any special cleaning needs, allergies, or hazards (e.g., mould, pests, chemicals and pets) prior to the appointment.

## **1.9 Staff Conduct**

Our staff are trained professionals who respect your privacy and property. Any inappropriate behaviour towards our staff will result in immediate termination of services. Legal action may apply.

## **1.10 Changes to Terms**

Genio Cleaning Services reserves the right to update or modify these Terms and Conditions at any time. Updated terms will be posted on our website and effective immediately. By booking our services, you agree to these Terms and Conditions.

## **1.11. Clutter & Preparation Policy**

Cleaning time is allocated based on the assumption that the home is reasonably tidy and accessible.

If excessive clutter prevents access to surfaces or areas, our cleaners may:

- Clean around the clutter
- Skip the affected area
- Recommend additional time or a different service

## **1.12. Utilities Requirement**

Clients must ensure the property has running water and electricity at the time of the service.

If utilities are unavailable, the cleaning may not be able to proceed and may be treated as a late cancellation.

## **1.13. Heavy Items Policy**

For safety reasons, our cleaners do not move heavy furniture or appliances.

Cleaning will be performed around large or heavy items unless it is safe and reasonable for our team to move them.

## **1.14. Valuables & Fragile Items**

We ask that clients secure or remove valuable or fragile items prior to the cleaning service.

Genio Cleaning Services is not responsible for damage to items that are improperly secured or highly delicate.

## **2.0 Privacy Policy**

Genio Cleaning Services respects your privacy and is committed to protecting your personal information.

### **2.1 Information We Collect**

We may collect personal information including:

- Name
- Contact details
- Address of the property to be cleaned
- Booking details
- Payment information

This information is collected when you make a booking, contact us, or use our website.

### **2.1 How We Use Your Information**

Your information may be used to:

- Process and manage bookings
- Communicate with you about services
- Improve our services and website
- Meet legal obligations

We do not sell or share your personal information with third parties except where required to provide our services.

### **2.3 Data Security**

We take reasonable steps to protect your personal information from misuse, loss, or unauthorised access.

## **3.0 Website Disclaimer**

The information provided on this website is for general informational purposes only.

While we aim to keep the information accurate and up to date, Genio Cleaning Services makes no guarantees regarding the completeness or accuracy of the content.

Use of the website and reliance on any information is at your own risk.

Genio Cleaning Services is not responsible for any loss or damage arising from the use of this website.

## 4.0 Refund Policy

Due to the nature of cleaning services, refunds are generally not provided once a service has been completed.

If you are not satisfied with the service provided, please contact us within **24 hours** and we will arrange to return and address the issue where appropriate.

Our goal is always to resolve concerns and ensure customer satisfaction.

## 5.0 Service Scope Policy (What we don't clean)

To ensure the safety of our team and maintain service quality, there are certain tasks that are outside the scope of our standard cleaning services.

These include but are not limited to:

- Biohazard cleaning (blood, bodily fluids, etc.)
- Pest infestations
- Heavy mould removal
- Hoarding situations
- Exterior house washing
- Cleaning areas that require specialised equipment
- Moving heavy furniture or appliances

If a property requires services outside the scope of standard cleaning, we may recommend alternative solutions.

## 6.0 Cookie Policy

Our website may use cookies and analytics tools to improve user experience and understand website traffic.

Cookies are small files stored on your device that help websites function effectively.

You can choose to disable cookies through your browser settings.

*For questions or concerns, please contact us at: [admin@geniocleaningservices.com](mailto:admin@geniocleaningservices.com)*