

Service Agreement

Thank you for choosing Blooming Brilliance! We're proud to offer premium cleaning services using eco-friendly products and a customer-first approach. This agreement outlines how we work to deliver consistency, safety, and results you can trust.

INTRODUCTION

Welcome to Blooming Brilliance — your trusted cleaning partner. We are committed to delivering high-quality cleaning services with a strong focus on customer satisfaction. By engaging our services, you agree to the terms outlined in this agreement. If you have any concerns, please contact us prior to your first service.

SERVICE AGREEMENT

By engaging the services of Blooming Brilliance, you (the client) agree to the following terms and conditions. These terms take effect immediately upon confirmation of your booking.

To secure your appointment, a non-refundable deposit of 50% is required upon signing this agreement. The remaining balance (50%) is due on the morning of your scheduled service, prior to commencement. Failure to finalise payment before the clean may result in cancellation of the booking and forfeiture of your deposit.

First-time cleans often take longer as we bring your home up to our professional standard. We appreciate your flexibility during these initial visits.

You do not need to be home during your clean. However, we kindly ask that a key be stored in a coded lockbox on your property and the code provided at the time of booking.

PRODUCTS AND EQUIPMENT

At Blooming Brilliance, we bring all of our own equipment and use high-quality eco-friendly cleaning products as our standard. These products are effective, safe, and better for your home and the environment.

For specific situations where a deeper clean is required, we do carry stronger chemical options and can use them if appropriate.

Please note: many people associate a strong chemical smell (such as bleach) with cleanliness. As we minimise the use of bleach and avoid carpet deodorisers, you may not notice that traditional “bleach-clean” scent — but rest assured, your home will be thoroughly cleaned to a high standard.

TASK LIMITATIONS

To ensure the safety of our team and compliance with the Work Health and Safety Act 2012, certain tasks are outside the scope of our standard cleaning services.

Tasks at Height:

If a surface or fixture (such as ceiling fans or bathroom vents) cannot be safely accessed using a standard two-step platform ladder, it will not be cleaned. We are unable to perform any cleaning tasks above the second step of a three-step ladder. If you require cleaning at height, this must be requested at the time of booking so we can assess the task and plan accordingly.

Ceilings and Cornices:

We do not clean ceilings or cornices as part of our service, except for cobweb removal using a cobweb broom.

Oven Cleaning:

Internal oven detailing is not included in a standard clean. If this is required, it must be booked separately and will incur an additional fee.

Heavy Furniture:

We do not move heavy furniture such as beds, couches, or cabinets. Our team will clean as far under and around these items as possible while they remain in place. If you would like areas underneath furniture cleaned thoroughly, please move the items prior to our arrival to allow safe and clear access.

ACCESS POLICY

If I am unable to access the property at the scheduled time, I will wait up to 10 minutes for entry. If access is still not possible after this time, the appointment will be considered missed and the client will forfeit 50% of the service fee.

INTERNAL CLOSED-DOOR POLICY

If you are not present at the time of your booking, we will adhere to a closed-door policy. This means that any room with a closed door will not be entered or cleaned unless prior arrangements have been made. This policy is in place to respect your privacy and ensure clear expectations.

RIGHT TO REFUSE SERVICE

The health, safety, and wellbeing of our team are our top priorities. Blooming Brilliance reserves the right to refuse service in any situation where staff may feel unsafe or where working conditions are deemed unacceptable.

In such cases, the cleaner may choose to avoid the affected area, or the booking may be cancelled entirely. If cancellation occurs due to unsafe conditions, the booking will still be charged accordingly.

PET POLICY

We are a pet-friendly service and are comfortable working in homes with animals. However, removal or cleaning of animal waste (including faeces, litter trays, or urine) is not included in our standard service.

Requests for these tasks must be discussed in advance and may incur additional charges. Please note that handling pet waste can involve specific health risks and may require specialised equipment.

CLEANING TIMES

While we always aim to arrive on time and stick to your scheduled booking, delays may occasionally occur due to factors beyond our control (e.g., traffic, previous job extensions). We ask for your understanding and flexibility in these situations. Should we experience significant delays, we will communicate with you as early as possible.

HOT WEATHER POLICY

On days where the temperature is forecast to exceed 25°C, we kindly ask that air conditioning or fans be made available while our cleaners are working. We are happy to turn off these appliances before leaving the premises. In cases of extreme heat and/or humidity, our staff reserve the right to discontinue the service for health and safety reasons. We appreciate your understanding and cooperation.

CLIENT PREPARATION

To help your booking run smoothly, we kindly ask that the following be arranged prior to our arrival:

- Clear and easy access to your property
- Pets secured or kept outdoors
- Floors cleared of personal items, clothing, and toys
- Benchtops cleared of dishes or clutter

Leaving the space untidy can limit the quality and efficiency of our work. If you would like us to assist with tasks such as dishwashing, tidying, or organising, please let us know in advance so we can allow extra time and adjust your quote accordingly.

OUR SERVICE GUARANTEE

We are committed to delivering a consistently high standard of service. If you are unhappy with the outcome of your clean, please notify us by midnight on the day of service by emailing photos and a description of the issue to: tara@bloomingbrilliance.com.au. We will do our best to resolve all reasonable concerns. However, if you choose to address the issue yourself or do not notify us within the given timeframe, we may be unable to assist further.

Please note:

If your home's condition was not accurately described during booking, or if additional tasks are requested on the day without prior arrangement, we may be unable to complete all duties to our standard. Additionally, if you book a service that does not match your needs or our recommendations, we cannot be held responsible for incomplete outcomes.

PRIVACY POLICY

Blooming Brilliance is committed to maintaining your privacy. All personal information collected is managed in accordance with the Privacy Act 1988 (Cth).

We enforce strict confidentiality procedures to ensure your personal details remain secure at all times. Engaging our services constitutes acceptance of this policy and all service agreement terms.

PHOTOGRAPHY

To support quality control and protect both parties, our cleaners may take photos during and after the service as proof of completed work.

Some images may be used for promotional purposes (e.g., social media or marketing). We will always ensure personal items (e.g., family photographs or identifying objects) are not visible in any publicly shared photos.

By signing this agreement, you consent to this unless you notify us otherwise in writing prior to your service.

CLIENT & PROVIDER DECLARATION

.....
Client's Name

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Signature

.....
Date

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BLOOMING BRILLIANCE REPRESENTATIVE

.....
Signature

.....
Date