

TERMS & CONDITIONS:

Mobile House Cleaning Services

1. Nature of Service & Employment

1.1 Core Services Offered Include:

- ✓ Standard House Cleaning
- ✓ Deep House & Move-In-Out Cleaning
- ✓ Airbnb/ Offices & Guest Studios Cleaning
- ✓ Grass Cutting
- ✓ Rugs Cleaning
- ✓ Mattress Cleaning
- ✓ Upholstery Cleaning
- ✓ Mobile Car Wash

1.2 Additional Cleaning Services - Non-Core Services Include:

- ✓ Window Cleaning
- ✓ Sliding door Cleaning
- ✓ Laundry Services (Auto & Hand Wash)
- ✓ Garden maintenance
- ✓ Fridges Cleaning
- ✓ Ovens Cleaning

Note:

Additional Cleaning Requirements are non-core services and are offered strictly as add-ons to a core service booking. They cannot be booked as a standalone service.

They are available exclusively as an add-on when you book our core services or contract packages.

Services are rendered upon receipt of payment.

1.3 Employment Structure

- ✓ Fresh Home Cleaning Agency is a cleaning service provider.
- ✓ Our cleaners are employed / contracted by us, not by the Client.
- ✓ The Client does not employ the cleaner directly.
- ✓ The Client may not instruct the cleaner outside the scope booked through the Company.
- ✓ All payments for cleaning services must be made directly to the company.
- ✓ The Client must not pay the cleaner directly in cash unless authorized in writing.
- ✓ We are responsible for paying our cleaners their wages, UIF, and other statutory obligations.
- ✓ Clients may not solicit or hire our staff privately within 6 months of service.

2. Recurring Cleaning Packages

Choose your plan. Our Monthly Contract Packages and Special Discounts:

- ✓ Weekly Cleaning: 20% -25% OFF
- ✓ Bi-weekly Cleaning: 15% OFF
- ✓ Monthly Deep Cleaning: 10% OFF
- ✓ Commercial contracted cleaning: 15% OFF

Note:

Discounts apply while the customer remains on the applicable recurring package and do not automatically apply to additional services.

Services outside the customer's selected package will be charged separately according to the applicable quotation or price list.

3. Payment Terms:

Payment Options: Customers may pay through:

- ✓ PayFast
- ✓ EFT/bank transfer
- ✓ Card Payments
- ✓ Capitec Cell-phone Banking (0736221797)
- ✓ Monthly debit order
- ✓ Arranged monthly payment plans
- ✓ Other approved payment methods

Note:

All payments for cleaning services must be made directly to Fresh Home Cleaning Agency.

The Client must not pay the cleaner directly in cash unless authorized in writing.

Customers using debit orders must complete the required authorisation and ensure sufficient funds are available. Payment confirms acceptance of the applicable service, price and booking terms.

Customers may purchase services in advance through an agreed prepaid or contracted package.

Services are subject to availability and confirmation.

Services are rendered upon receipt of payment.

The prepaid plan will specify services included:

Number of visits/services, Amount paid, Validity period, Booking arrangements, Any applicable discount
Prepaid balances may only be used for the services and period agreed with Fresh Home Cleaning Agency.

4. Payment Disputes

Customers should first contact Fresh Home Cleaning Agency regarding any payment or service dispute. The company will investigate the matter and work towards a reasonable resolution.

5. Cancellation

Customers should provide at least 7 days' notice for recurring plans and preferably 24 hours for individual appointments.

Debit-Order Cancellation- Recurring contracts or packages should be cancelled according to the agreed notice period. Late cancellations or missed appointments may be subject to reasonable charges where costs have already been incurred.

6. Rescheduling

- ✓ Appointments may be rescheduled subject to availability.
- ✓ Outdoor services such as grass cutting and gardening may also be rescheduled because of unsafe weather conditions.
- ✓ Late cancellations or missed appointments may result in a reasonable cancellation fee where costs have already been incurred.

7. Refund or transfer

Refund requests must be submitted to Fresh Home Cleaning Agency with the customer's booking/payment details and reason for the request.

- ✓ Payments for services already completed are generally non-refundable.
- ✓ Refunds for unused prepaid services will be assessed according to the applicable package terms.
- ✓ Duplicate or accidental payments may be refunded or credited.

- ✓ Where a service-quality problem occurs, Fresh Home Cleaning Agency may offer a corrective service, credit or appropriate refund where applicable.
- ✓ Approved refunds will generally be processed through the original payment method or another agreed method.
- ✓ Where a customer cannot attend a scheduled service, a payment or service credit may, subject to availability, be transferred to a future booking.
- ✓ Transfers between service packages or to another person require approval from the company.

8. Contract Termination

Fresh Home Cleaning Agency may suspend or terminate services for serious reasons such as: Non-payment, Repeated missed appointments, Unsafe working conditions, Threats, harassment or violence, serious breach of the agreement

Outstanding amounts for services already provided remain payable.

9. Customer Responsibilities

9.1 *Customers must:*

- ✓ Provide safe access to the property.
- ✓ Provide accurate service information.
- ✓ Inform staff of hazards, pets and fragile items.
- ✓ Remove or secure valuable items.
- ✓ Provide water/electricity where reasonably required.
- ✓ Ensure payments are made on time.
- ✓ Treat employees respectfully.

9.2 *Clients who gave inaccurate information*

If upon arrival our team finds that the information provided is materially inaccurate (e.g., rooms are significantly larger than stated, property is in a worse condition, additional rooms/bathrooms not disclosed), we reserve the right to:

- ✓ Re-quote the job on-site before starting; OR
- ✓ Reschedule the appointment if we cannot complete it in the booked time.
- ✓ If the client cancels because they gave wrong information and refuses the re-quote, a call-out fee of R350 will apply

9.3 *No Refund for Wrong Information*

The Company will not be liable for delays or inability to complete a service where this is due to incorrect information supplied by the Client.

10. Commercial Customers

Commercial customers may receive a customised contract or Service Level Agreement covering: Cleaning frequency, Areas to be serviced, Staff requirements, Service standards, Operating hours, Pricing, Payment terms, Additional services, Cancellation and termination.

11. Service Quality

Fresh Home Cleaning Agency aims to provide reliable and professional services. Customers should report service concerns as soon as possible so that the company can investigate and, where appropriate, arrange corrective action.

12. Delivery / Service Fulfilment Policy

Because Fresh Home Cleaning Agency provides **mobile services rather than physical products**, "delivery" means the delivery/fulfilment of the booked service at the customer's selected location.

After successful payment:

- ✓ The customer receives booking/payment confirmation.
- ✓ Fresh Home Cleaning Agency confirms the service date and time.
- ✓ The cleaning team travels to the agreed location.
- ✓ The selected service is performed according to the agreed scope.
- ✓ Any necessary rescheduling is communicated to the customer.

Services are available within the company's designated **East London Coastal and Central service areas**, subject to availability and confirmation.

13. POPIA & Privacy

Fresh Home Cleaning Agency respects customer privacy and handles personal information in accordance with the **Protection of Personal Information Act (POPIA)**.

Customer information may be collected and used for:

- ✓ Processing payments
- ✓ Confirming bookings
- ✓ Providing cleaning services
- ✓ Customer communication
- ✓ Invoicing and administration
- ✓ Customer support
- ✓ Legal and regulatory requirements

Personal information will not be unnecessarily shared with third parties. Payment information may be processed securely through PayFast and relevant payment-service providers.

Customers may contact Fresh Home Cleaning Agency regarding their personal information and applicable privacy rights.

14. Agreement & Legal Compliance

By accepting a package or prepaid plan, the customer confirms that they understand the services, pricing, discounts, payment arrangements, cancellation rules, refund process and other applicable terms. The agreement should be interpreted in accordance with applicable **South African law**.