

Your Helpers Home Services – Terms & Conditions of Service

If you book a cleaning or gardening service with Stultum Group Pty Ltd atf Stultum Group Trust Trading As **Your Helpers Home Services**, you agree to our following Terms of Service. Your Helpers Home Services is a Labour Hire Service which books in clients for cleaning and gardening services utilising cleaning and gardening contractors. If you have any questions regarding these terms, please email or call us and we will be happy to explain them in further detail.

LABOUR HOUR

A labour hour is defined as 1 hour of labour performed by 1 professional. Therefore a team of 2 professionals completing 1 hours of work is 2 labour hours. If you have any questions regarding labour hours or billing procedures please call the office prior to your scheduled cleaning.

We have a 2 labour hours minimum for any hourly job. Labour hours may include time taken to load and unload supplies & equipment from a vehicle.

RATE CHANGES - CLEANING

All prices based on the number of bedrooms & bathrooms inside your home are based on time averages based. Most of our cleans are completed well before the maximum time limit. However, some homes require extra attention to provide a complete cleaning service. The rates of a standard cleaning home are based on the following assumptions of maximum cleaning time in **Labour Hours** as defined above.

Below table is provided as a guide only.

Home Size	Starting at Time Limit
1 Bedroom	2.0 Hours
2 Bedrooms	2.5 Hours
3 Bedrooms	4.0 Hours
4 Bedrooms	5.0 Hours



YOUR HELPERS
HOME SERVICES
 COMPLETE PEACE OF MIND

(07) 5551 0111

info@yourhelpers.com.au

yourhelpers.com.au



Your Helpers Home Services reserves the right to re-evaluate rates at any time based on the amount of time it takes to perform our services to meet our customer’s standards or expectations. We will contact the client to discuss possible price or service revisions if the cleaning time will exceed significantly from our maximum time assumption.

RATE CHANGES – GARDENING

All prices are based on the size of your yard/s and are based on time averages based. Most of our gardening jobs are completed well before the maximum time limit. However, some yards require extra attention to provide a complete gardening service. The rates of a standard gardening/yard maintenance job are based on the following assumptions of maximum gardening time in **Labour Hours** as defined above.

Below table is provided as a guide only.

Home Size	Time Limit
Town House court yard	2.0 Hours
House 500 - 600 m2 block	3.0 Hours
House 601 - 800 m2 block	3.5 Hours
House 801 – 1000 m2 block	4.5 hours

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HAPPINESS GUARANTEE

Our Happiness Guarantee represents our commitment to you. Should you have a concern with our cleaning or gardening service you have received, we will work with you to make it right.

Here's the procedure:

- Call us within 24 hours of your cleaning/gardening service and provide us with details of your concerns and/or issues.
- Photos of concerned areas may be required prior to revisit or refunds.
- We will re-schedule the clean/gardening at no cost to you on the following business days. Our team will return to your home and address the areas of concern. Please note that re-cleans/gardening must be completed within 7 business days of last service to be eligible for a credit.
- After the re-cleaning/gardening, if you still have concerns, we will review your issues once again and if we are unable to address your concerns, we will fairly provide a credit.

ARRIVAL TIME WINDOWS

Please be aware that we provide an arrival window of 1 hour to allow us to deal with the unpredictability of traffic, parking and other surprises. An arrival window may look like: 8:00am-9:00am, 1:00pm-2:00pm. If our team happens to be running late to your appointment, don't worry we will notify you as soon as possible.



BREAKAGES AND LOSS POLICY

Our cleaning and gardening professionals always take extra time and care whilst servicing your homes. If there is a breakage or loss during your cleaning or gardening service, notification of such an event must be made to Your Helpers Home Services within 24 hours of service, by email or phone, provide us with a photo and estimate of the damages. Once Your Helpers Home Services receives the notification, we will try our best to repair or replace the broken, damaged or lost item.

Your Helpers Home Services reserves the right to contract suitable professionals to repair damages, and will make payment arrangements directly with its contractors to settle any damage repair.

Your Helpers Home Services is not responsible for breakage due to normal wear and tear, deterioration cause by age, or damage caused by improper assembly, construction, or mounting of an item. Please inform us immediately if any items in your home require this type of attention.

BIO-HAZARDS

Human and animal urine and faeces, medical syringes, mucous, vomit and blood all fall into the categories of biological hazards and blood-borne pathogens. A biohazard is organic matter that poses a danger to humans. For this reason, we ask our cleaners to avoid potential biological hazards and blood-borne pathogens beyond what is part of our cleaning checklist. We clean around them to the best of our ability and notify you of their presence. In any case where the cleaner feels unsafe, we have the right to cancel the service.



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HOARDING CONDITIONS

If the condition of your property is deemed a cleaning situation that goes over and beyond our normal cleaning environment, our cleaning teams have the right to walk away or re-evaluate the rates in order to complete the job to clients expectations. In the event where cleaning teams decide to refuse service, you will be charged a 2 hour minimum charge due to incorrect description of job. This fee is in place to cover expenses they incur for lost travel time and fuel.

PARKING ACCESSIBILITY

This is usually only an issue in CBD areas where parking is a challenge. We do require a place to park close to your front door so your cleaning or gardening service is uninterrupted. At any time where cleaners/gardeners have no choice but to use paid parking we will ask for your agreement prior and add the cost onto your final invoice. Otherwise, we have the right to cancel/reschedule service if no parking is available.

LATE CANCELLATIONS/RESCHEDULING

All cleaning cancellations/rescheduling's must be made 24 hours prior to the cleaning service scheduled date. If a cleaning or gardening service is cancelled less than 24 hour period before the service is to be rendered, the customer may be charged a 2 hour minimum charge to cover the cost of disrupted service. Please be aware that cancellations do impact the cleaners/gardeners potential daily earnings and disrupts their schedule.

Repeated cancellations or offences will cause a disruption in our service and may result in a cancellation of your service altogether at any time.



ACCESSIBILITY

Please ensure that the cleaning/gardening professional have full accessibility to your home/yard during the service. This includes having running water, electricity and ability to complete their job without interruptions from other service providers. Any pets or minors should be monitored to ensure they are not interrupting the service. A 2 hour minimum charge may be applied in the event that the cleaning/gardening professional arrives and is unable to complete their service due to any kind of interruption. This fee is in place to cover expenses they incur for lost travel time and fuel.

PETS

We reserve the right to cancel/reschedule any services in the event where our professionals feel unsafe to enter due to unsecured pets. We require that any pets are secured at all times during cleaning/gardening services. Our teams are instructed not to enter a property if they believe that a pet could be a potential threat. Please keep in mind that pets may behave differently if a family member is not around. A 2 hour minimum charge may be assessed in the event where the cleaners cannot enter the property due to unsecured pets.

ENTRY & LOCK OUTS

If you will not be home to let us in, we ask that you provide us with entry instructions and, if necessary, an alarm code. A 2 hour minimum charge may be applied in the event that the cleaning/gardening professional arrives and is unable to access the property. This fee is in place to cover expenses they incur for lost travel time and fuel.



KEYS

Your Helpers Home Services is unable to accept keys from our customers due to unpredictability and security concerns. We will not be able to track or retrieve any keys passed to your cleaning or gardening contractors. We recommend using a key lockbox as a secure and convenient way to give teams access to your keys and home. If you have any entry or alarm instructions, you may add this to your booking notes or emailing/calling us so we can add this to your notes.

PAYMENTS

We accept Visa and Mastercard or direct deposit into our bank account. Payment for our services are to be made on the day of completion. Remittances must be sent to; accounts@yourhelpers.com.au.

SAFETY

Due to safety concerns, we do not allow our cleaners to move and/or lift heavy items nor do we clean high reach areas (more than 2 step ladder). If you would like us to clean behind large appliances or furniture, please move them before our arrival.

INDEPENDENT CLEANING & GARDENING CONTRACTORS

Cleaning & Gardening Professionals are not employees of Your Helpers Home Services. Your Helpers Home Services is a licensed labour hire service that allows independent contract cleaners and gardeners to access work, where and when they want to work. All cleaning and gardening professionals registered with our service have gone through a rigorous vetting process and must ensure a high quality of workmanship to stay on our database.



PUBLIC HOLIDAYS

Our offices are closed during QLD Public Holidays. However our cleaning/gardening professionals may choose to continue to work on these days. If your cleaning/gardening professional is taking time off, we will contact you before your service to reschedule your clean/garden service. If you have a scheduled clean/garden service during public holidays and run into any issues or require support, we ask that you email us or leave us a voicemail, and we'll get back to you during the next business day.

Our offices are closed during the following public holidays: New Year's Day, Australia Day, Good Friday & Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Eve, Christmas Day & Boxing Day.

WEATHER

We reserve the right to cancel or reschedule jobs in the event of severe weather. We may determine that it is not safe to travel or perform work during this time, therefore, we may need to cancel or reschedule your service. We are not liable for any outcome in this event.

UNPREDICTABLE EVENTS

We reserve the right to cancel/reschedule any services in the event of any unpredictable events. Such events may include: car accidents, traffic blocks, health & family emergencies. These events are uncontrollable and may lead to us cancelling or rescheduling your service. We are not liable for any outcome in this event.

RIGHT TO REFUSE SERVICE

We reserve the right to refuse/cancel service for any reason. Reasons may include:

- Contractors feeling threatened, unsafe, or uncomfortable for any reason.
- Contractors not able to complete request within maximum time limit set.
- Condition of property is not as described by client or Job requested is not as described by client.