

Terms and Conditions for Genie Home Cleaning & Services

By booking a service with Genie Home Cleaning Services ("Genie," "We," or "Us"), the Customer agrees to the following terms and conditions.

1. Service Scope and Limitations

- **Service List:** Services provided will strictly adhere to the tasks listed in the agreed-upon Service Menu Card and the specific booking confirmation.
- **Time Estimates:** All time estimates provided are based on average cleaning conditions. If the condition of the home requires significantly more time, we will contact the Customer to discuss adjusted charges or a revised scope of work.
- **Safety and Access:** The Customer must provide unobstructed access to the service areas, electricity, and hot and cold water, bucket or tub and mug as per requirement.
- **Height and Weight Restrictions:** Our cleaners will not climb higher than a standard 4-step ladder. Heavy lifting (over 20 lbs/9 kg) or moving of large furniture is excluded from our services.
- **Excluded Services:** Services typically excluded (unless explicitly booked as an add-on) include: exterior window cleaning, deep stain removal (e.g., paint, varnish), outdoor area cleaning, biohazard cleanup, pest removal, and laundry.
- **Appliance Cleaning:** For refrigerator and oven cleaning, the Customer must ensure the appliances are emptied prior to the service.

2. Pricing and Payment

- **Pricing:** The prices are as detailed in the Genie Home Cleaning Services Menu Card. The final price includes both the **Service Charge** and the **Cost** for materials/labour.
- **Amendments:** Genie reserves the right to amend the quotation if the Customer's original description of the premises or service requirements was inaccurate or incomplete.
- **Payment Terms:** Payment is due in full immediately upon completion of the service, unless a different payment schedule (e.g., pre-payment) has been agreed upon in advance. We accept cash & online transfer.

3. Cancellations and Rescheduling

- **Customer Cancellation/Rescheduling:** Cancellations or rescheduling requests must be made at least **12 hours** before the scheduled service time.
 - Cancellations made with less than 12 hours' notice will incur a fee equal to the **Service Charge**.
 - Cancellations made on arrival we will incur the full cost of the booking.
- **Genie Cancellation:** Genie reserves the right to cancel or reschedule a service due to unforeseen circumstances, illness, or unsafe conditions. We will make every effort to notify the Customer as soon as possible.

4. Breakage, Damage, and Complaints

- **Damage Reporting:** The Customer must inspect the premises immediately upon before and completion of the service. Any complaints and damage or unsatisfactory service, must be reported to Genie **within 12 hours** of the service completion time. Theft & lost reported after this period may not be honoured.
- **Liability:** Genie will take all reasonable care to avoid damage to property. Our liability for damage is limited to the cost of repair or replacement. We are not responsible for damage due to faulty construction, pre-existing conditions (e.g., loose fixtures, worn flooring), or items that were not secured properly.
- **Valuables:** The Customer is responsible for securing all valuables, cash, jewellery, and fragile items before the service begins and must check & confirm its safe, immediately before the service person go. Once service done no guarantee will be taken by company.

5. Satisfaction Guarantee

- If the Customer is not satisfied with the quality of the cleaning service, they must contact Genie within the 24-hour reporting period.
- Genie will return to re-clean the disputed area(s) at no extra cost. This guarantee is not a refund guarantee but a commitment to rework unsatisfactory areas.

6. Privacy

- All customer information is kept confidential and will not be shared with third parties, except as required for service fulfilment (e.g., payment processing) or by law.