



MS FACILITIES & CLEANING SERVICES

Melbourne & surrounding areas

ABN 17 988 125 463

BOOKING YOUR CLEAN

Customer terms & conditions

Thank you for choosing MS Facilities & Cleaning Services. We want your booking to be straightforward and your space well cared for. These terms explain our service, your responsibilities and how we resolve concerns. Please read them with your quote or booking confirmation.

01 Your booking and agreement

These terms apply to services supplied under the business name MS Facilities & Cleaning Services, ABN 17 988 125 463. We give you the terms and booking details before you accept. A booking is confirmed when you accept and we send written confirmation by email, SMS or our booking system.

Your confirmation records the address, arrival time or window, tasks, price or pricing basis, and any special arrangements. Please tell us about essential deadlines before booking. Changes require both parties' agreement. Specific booking arrangements take priority over these general terms, subject to your legal rights.

02 Quotes and clear pricing

Quotes are valid for 14 days unless stated otherwise. Prices are in Australian dollars. We disclose the total payable, including applicable GST and known mandatory charges, before you accept. We charge GST only when registered and when it applies.

Please describe the property, condition, access and required tasks accurately. If extra work is needed, we will explain the options and seek approval before charging more. You may decline. We will agree what can be completed within the original scope or budget; if that is not practical, we will discuss a fair adjustment or cancellation.

Parking, travel, public holiday charges, minimum bookings and optional extras apply only when disclosed and accepted in advance. For hourly work, we explain whether the rate is per cleaner and how time is counted. We seek approval before exceeding an agreed limit.

03 Payment and deposits

Payment is due within 7 calendar days of the invoice date unless another due date was agreed before booking. Payment methods appear on your invoice. Any deposit must be agreed in advance, is credited towards the total, and is refunded or applied in accordance with these terms and the law.

If you need more time or dispute an amount, contact us promptly. We will discuss a reasonable arrangement while you pay any undisputed amount when due. We do not impose automatic late fees. Payment disputes do not remove your consumer rights.



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CHANGES & PROPERTY ACCESS

Bookings made simple

04 Cancellations and rescheduling

You may cancel or reschedule free of charge with at least 24 hours' notice. Contact us by phone, SMS or email using section 14. Notice is measured from when we receive it to the start of the agreed arrival window, in Melbourne local time. A new date is subject to availability; deposits may be refunded or transferred at your choice.

For changes with less than 24 hours' notice, a fee applies only if its amount or calculation method was disclosed and accepted before booking. It cannot exceed the lower of the booked price and our reasonable, unavoidable net loss, allowing for costs saved and replacement work. We will take reasonable steps to reduce that loss and explain any charge. If no fee was agreed, none applies.

We consider illness and emergencies fairly, including waiving fees where reasonable. For failed access, we first try to contact you and allow a reasonable opportunity to resolve it. We do not charge both a cancellation fee and the full price for the same unperformed work. No fee applies when you lawfully cancel because of our service failure or exercise another statutory cancellation right.

If we cancel, you may choose another suitable date or a refund for unperformed services. We will promptly explain significant delays or disruption, including unsafe weather. If we cannot deliver the agreed service or meet an essential deadline, your legal cancellation and refund rights remain available. Refunds are processed promptly, normally to the original payment method unless otherwise agreed.

05 Access and preparation

Please arrange safe access and tell us about keys, alarms, building rules, stairs, lifts and parking. Provide water and electricity where needed unless otherwise agreed. You do not need to stay on site if access and locking instructions are confirmed.

Please secure valuables, confidential papers and fragile items, and clear space for cleaning. Tell us about delicate surfaces, loose fittings and existing damage. These requests do not remove our duty to take reasonable care.

If access or preparation prevents cleaning, we will discuss a practical solution. Extra waiting time or work requires your agreement. Charges for unperformed work remain subject to section 4 and your legal rights.

SAFETY, SCOPE & END OF LEASE

A clear cleaning plan

06 Products and a safe workplace

Your quote confirms who provides products and equipment. Tell us about allergies, sensitivities, pets and surface-care instructions before the visit. We will discuss suitable options but cannot promise an allergen-free environment.

Keep children and pets away from active work areas. We may pause unsafe work, explain the concern and discuss alternatives. Hazards include exposed wiring, sharps, hazardous waste, aggressive behaviour and unsafe access. You pay only for work properly completed and any separately agreed, lawful charge under section 4.

07 What your clean includes

Your quote or confirmation defines the tasks included. Regular, deep, end-of-lease and commercial cleaning have different scopes. Please tell us your priorities, especially for a time-limited booking.

Unless included in your quote, extras such as internal ovens or cupboards, carpet extraction, upholstery treatment, external windows, high-access work and heavy furniture moving are excluded. Rubbish removal, pest treatment, specialist mould or biohazard work and repairs require a separate agreement and appropriate capability.

Cleaning may not remove permanent stains, wear, corrosion or damaged finishes. We will explain foreseeable limitations and avoid methods likely to cause damage. This does not excuse poor work or change a specific result we agreed to achieve.

08 End of lease and move out cleaning

Before booking, share the property-manager checklist and inspection deadline. Unless agreed otherwise, the property should be vacant, accessible and have utilities connected. Tell us about moving activity or other trades that could affect the clean.

We clean to the agreed scope. A bond refund or property manager's approval cannot be guaranteed because it may depend on matters beyond cleaning. We remain responsible for our workmanship. Send us any inspection concerns within our scope promptly so we can assess them and provide the remedy required by law.

New dirt after our visit, maintenance and extra tasks are assessed separately. Extra charges require your agreement. We do not charge to correct our service failure where the law requires a free remedy.

QUALITY, RESPONSIBILITY & PRIVACY

Care you can count on

09 If something is not right

Please report concerns promptly, preferably within 48 hours, with your booking details. Photos help but are optional. The 48-hour request assists investigation; it is not a cutoff for your legal rights.

We aim to acknowledge complaints within 2 business days and agree next steps. For a minor failure that can be fixed, we will correct it free of charge within a reasonable time. For a major failure, you may choose to cancel and obtain an appropriate refund, or retain the service and seek a price reduction.

If a minor failure is not corrected within a reasonable time, further remedies may include cancellation or recovery of reasonable costs of having it fixed elsewhere. Compensation for loss may also be available under the law. We will not insist on a re-clean or credit where you are entitled to another remedy.

10 Damage and responsibility

We take reasonable care of your property and report damage we discover during our work. Please report suspected damage promptly. A delayed report, payment or completed checklist does not automatically prevent a valid claim.

We remain legally responsible for our work and the employees or subcontractors we engage, including negligent handling of property, keys or access codes. We are not responsible for pre-existing damage or loss we did not cause or contribute to. No blanket liability cap applies under these terms.

11 Privacy and photographs

We use contact details, addresses, access instructions and service records to manage bookings, deliver services, process payments and resolve concerns. We share information only as reasonably needed for these purposes or as required or authorised by law.

We take reasonable steps to protect information and retain it only as needed for these purposes and lawful record keeping. Contact us about access or corrections. Keys and access codes are used only as agreed and returned or securely removed when no longer needed.

We ask permission for routine before-and-after photographs inside your property and explain their purpose. Marketing use requires separate, voluntary consent. Declining does not affect your service or consumer rights. For necessary incident evidence, we minimise personal information captured and explain its use.



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ONGOING SERVICE & YOUR RIGHTS

Here to help

12 Regular bookings

Regular cleaning continues at the agreed frequency, without a fixed-term lock-in unless separately agreed. You may pause or end future visits by contacting us. Section 4 applies to an already scheduled visit.

We give at least 14 days' written notice of a proposed ongoing price change and seek your agreement. You may decline and end future services without a change-related penalty. Confirmed prices remain unchanged unless you agree otherwise.

For overdue undisputed payments, we may suspend future visits after reasonable written notice and an opportunity to resolve the issue. Either party may end an ongoing arrangement on reasonable notice. We refund prepayments for services not supplied, less only lawful amounts properly owing.

13 Your rights and resolving concerns

Nothing here limits any right or remedy that cannot lawfully be excluded, including under the Australian Consumer Law. Where applicable, our services must be supplied with due care and skill, be fit for a purpose you make known and reasonably rely on us to achieve, and be completed within the agreed or a reasonable time.

Please contact us so we can help. If a concern remains unresolved, you may seek assistance from Consumer Affairs Victoria or an available remedy through VCAT or a court with jurisdiction. Our complaints process does not prevent you using those options.

Victorian and applicable Australian law govern these terms, without excluding mandatory protections. Updated terms apply to new bookings after they are provided and accepted. We do not retrospectively change existing bookings without your agreement.

14 Contact us

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