Lili & Josh

Cleaning & Pet Sitting — Perth, WA
0425 825 548 | lilijosh.com.au

TERMS & CONDITIONS

Last updated: 09/10/2026

Thanks for choosing us! To keep things clear and fair for everyone, please read through our service terms below. We're always happy to answer any questions — just message us on WhatsApp at 0425 825 548.

1 Minimum Booking Time

- Our minimum booking is **1.5 hours per cleaner**.
- For a 2-cleaner team, that means a **3-hour minimum total**.
- We're not able to offer shorter bookings (e.g. splitting a 90-minute job between 2 cleaners) — this isn't enough time to deliver a proper, quality clean.

2 First-Time Clients

- For a new client's first booking, we require a **Deep Clean** rather than a General Clean.
- Minimum Deep Clean time: **3 hours per cleaner** (6 hours total for a 2-cleaner team), depending on the size and condition of the property.
- This gets your home to a consistent baseline, so future General Cleans can be completed efficiently within a shorter time.

3 Service Hours

- Our standard service hours are **8:00 AM – 5:00 PM**.
- Bookings requested outside these hours, or on **public holidays**, have a **10% surcharge** added to the hourly rate.

4 Payment & Invoicing

- Prices are payable via **Cash, Bank Transfer, or PayID**.
- If you require a **tax invoice**, a **15% invoicing fee** applies on top of the service total.
- For larger bookings (e.g. End of Lease, combined services), a deposit is required to secure your reservation — this will be specified in your quote. The remaining balance is due on completion, once you've confirmed you're happy with the results.

5 What's Included in Each Service

Service	Included	Not included (quoted separately)
General Clean	Kitchen surfaces, bathrooms, living areas, bedrooms, floors (vacuum/mop), dusting, general tidy-up	Windows, inside oven/fridge, carpet cleaning, skirting boards
Deep Clean	Everything in General Clean, plus: inside oven, inside fridge (if empty), skirting boards, light fixtures, detailed kitchen degreasing	Windows, carpet cleaning
End of Lease Cleaning	Full top-to-bottom clean per standard real estate checklist: kitchen (incl. oven/rangehood), bathrooms (incl. grout), all rooms, skirting boards, light switches, doors/frames, interior window sills	Carpet cleaning, exterior windows — quoted as add-ons
Carpet Cleaning	Professional steam/shampoo cleaning, per room	Upholstery/furniture cleaning
Window Cleaning	Interior and/or exterior glass, as agreed	—

6 Changing or Adding Tasks on the Day

We're happy to be flexible, but please note: the time quoted is based on the scope agreed when booking. If you'd like to add a task that wasn't part of your original booking (for example, adding windows to a General Clean), we can accommodate this in one of two ways:

- **Extend the booking time** at our standard hourly rate, so the extra task is covered without affecting anything already planned, **or**
- **Swap time from the original scope** — please note this may mean another area won't be completed during that visit (e.g. adding windows may mean bathrooms aren't reached).

We'll always confirm this with you before starting, so there are no surprises partway through the job.

7 Cancellations & Rescheduling

- Please give us at least **24–48 hours' notice** to cancel or reschedule a booking.
- Cancellations with less than 24 hours' notice may incur a **$50 AUD fee** (or forfeiture of your deposit, where a deposit applies).

8 Access on the Day

- Please make sure someone is available to provide access at the agreed time, or that we have clear instructions (key, code, lockbox).
- If we're unable to access the property and the booking has to be cancelled on arrival, a call-out fee may apply.

9 Pets During the Service

- For the safety of your pets and our team, please keep pets secured away from the work areas during the clean (unless your booking specifically includes pet sitting/walking).

10 Parking

- Please provide parking, or cover any parking costs, for our team near the property.

11 Property Condition

- Quotes are based on the information provided when booking. If the property's actual condition is significantly different on arrival (e.g. much more cluttered/dirty than described), we may need to adjust the quote before starting.

12 Re-Clean Guarantee

- If you're not fully satisfied with any part of the service, let us know within 24–48 hours and we'll arrange a free re-clean of that specific area.

13 End of Lease — Bond-Back Support

- If your property manager or landlord raises a cleaning issue within 72 hours of your End of Lease service, we'll return to address it at no extra cost — provided it falls within the original scope of the booking.

14 Safety & Out-of-Scope Work

- For safety reasons, our team doesn't carry out high-risk tasks such as mould remediation, pest treatment, or cleaning at height without safe access. We're happy to recommend a specialist for these if needed.

Questions about any of this?

Message us on WhatsApp at 0425 825 548 — Lili & Josh Cleaning & Pet Sitting, Perth WA. More about us at lilijosh.com.au