

Terms and Conditions

By booking a service you agree to be bound by the terms and conditions outlined below. We solely reserve the right to change our terms and conditions without notice. Changes will be updated on our website.

Pricing

- Our prices are approximates only unless stated otherwise. If you would like an exact price, please book an on-site quote.
- We reserve the right to amend the quote upon inspection or completion of the job.

Access

- The customer is to provide access to the property or arrange access to the keys.
- If the property is in a secured building which re-quires key/fob access, the customer must leave the staff with spare keys.
- Basic facilities such as water, electricity and lighting must be present at the job site.

Payment

- Payment is to be made on the day of the clean before or after the service has been completed.
- To confirm a booking credit card details must be provided regardless of preferred payment method.
- Credit card payments incur a 2.9% processing fee.
- If you wish to bank transfer this must be done 2 days prior to the service date. We reserve the right to cancel your booking if payment has not cleared.
- We do not invoice for normal customers only for business or corporate customers.
- The Client will pay Canberra's Best Group the Fees in accordance with the Canberra's Best Group quote or proposal.
- If any payment due is not received by the due date, and the Client has provided their credit card details, then the Client authorises Canberra's Best Group to charge the Client the payment amount owed using the credit card account details provided by the Client upon ordering Services or registration.
- Canberra's Best Group is entitled to recover (on a full indemnity basis) any costs, fees and charges (including legal costs) incurred by Canberra's Best Group in attempting to recover any amounts owing by the Client to Canberra's Best Group.

Cancellations

We understand your time is precious but please understand ours is too. We have a 48 hour.

cancellation/rescheduling policy. This is to cover our costs arranging and compensation, losses, and inability to provide reserved services.

48 hours before the booking

- No charges apply – you can cancel, reschedule, amend or change completely.

Inside 48-24 hours before the booking

- Rescheduling – you will be charged 25% of the total cost of the booking.
- Cancellation – you will be charged 50% of the total cost of the booking.

On the day/within 24 hours of the booking

- Rescheduling – you will be charged 50% of the total cost of the booking.
- Cancellation – you will be charged 100% of the total cost of the booking.

Amendments to the booking

Amendments to the booking can be made by either you or us. You are allowed to amend but the more notice you give us the better it is for you. The price is subject to change as services are being added or subtracted. It is always best to know the price before your appointment, so you are aware. If it is on the day of the service and you do not agree with the price difference as an outcome of the amendments to the booking you will be charged the original price for the service regardless of if the service is carried out or not.