

### 1. Fair Go Policy

The purpose of our Fair Go policy is to ensure all our customers can access our services, and don't use our services including, but not limited to 'non-ordinary' or 'commercial purpose use' of our services. The Fair Go Policy also sets out your responsibilities when you use our services, including what occurs when the cleaning is unsatisfactory. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.

### 2. Your responsibility

- Provide us with the correct information about the job. If you downplay the size and specifics of your job we may book others on the same day. If we find that your job is not possible to undertake or poses a health risk to our staff we will cancel
- Ensure that your job/jobsite does not pose a risk to our staff
- If you are unsure about the specifics of your job book an onsite quote

### 3. Our responsibility

- To provide a cleaning service which is outlined in the services description and adhere to our terms and conditions
- Clean the property to a standard that meets the reasonable standard of the real-estate agents we work for
- Work within and follow regulations that relate to cleaning

### 4. Steps we take to ensure compliance with the policy

- We have a dedicated manager who checks over large jobs and ensures that the service provided has meets our standard and follows our procedures.
- Our staff and managers are trained on our policy and procedures
- We have meetings to relay any changes to our policy and procedures

### 5. Unsatisfactory cleaning

If you are unsatisfied with any of our cleaning services you will need to email [office@canberrasbestgroup.com.au](mailto:office@canberrasbestgroup.com.au) with the items you need re-cleaned and/or why you are unsatisfied. Where applicable an inspection needs to be undertaken by a landlord/real-estate agent. We will assess on a case by case basis and can reach several outcomes:

- Re-clean free of charge
- Partial refund
- Full refund only if the job was not undertaken or the case allows
- Refuse that cleaning was unsatisfactory

We try our best to resolve matters within 72 hours. We reserve the right to refuse unreasonable complaints of unsatisfactory cleaning. If your landlord/agent undertakes other cleaners to rectify the issue we will not match prices.

### 6. Unreasonable

We consider your use of the service unreasonable if you use it in a manner which is other than it was intended for.

Here are some examples of uses which we consider 'unreasonable'. This is not intended to be an exhaustive list:

- Landlord/real-estate agents relationship with you affects the way they inspect the property
- Landlord/real-estate agent not following the standard of how an end of lease cleaning inspection is performed and what it should entail
- Landlord/real-estate taking advantage of end of lease cleaning service to 'deep clean' the property which in actual costs a lot more

- Using damp tissues, sticky tape and putting it on surfaces to show dust
- Customer not wanting to pay because their bond was not returned due to un-cleanable items such as major staining to the carpets or marks on the wall
- Customer not willing to pay the minimum charge
- Customer forgets appointment and does not want to pay cancellation fees
- Customer not willing to provide credit card details at the time of booking
- Customer not willing to pay for extra services that were completed

#### **7. Breach of the Fair Go Policy**

If you breach any part of this Fair Go Policy we will, generally speaking, contact you and, if appropriate, ask you to modify your use of the service. If you do not modify your use of the service we may suspend or cancel your service without notice to you. However, in certain circumstances such as illegality, or non-ordinary use, we reserve the right to suspend or cancel your service immediately and without notice to you.