



Service and Credit Card Authority

This authority is provided to our clients to confirm that you wish to employ cleaners who are employees of Home Services Australia P/L and gives us permission to be in your home.

The authority must be complete prior to work commencement.

Date: _____ Client: _____

Address: _____

I would like: Regular service Weekly Fortnightly Monthly Other.....]

I would like (please tick one only and complete the number of hours)

- _____ Hours for first clean Hours for regular clean Hourly Rate
- _____ Until the work is complete. Until my priorities are completed.
- _____ Until my priorities are complete up to a total of _____ hours.

Payment or Settlement of Account (clients must tick the box & sign the authority for work to begin)

- _____ I authorise the settlement of my account with the credit card type, number and expiry date provided. I also agree to the rates as quoted on the information kit.
1. I understand that if I have more than one employee / worker (a team) this total time is divided by the number of team members. i.e. 3 person team x 1hr & 40min = 5 total.
 2. If I wish to cancel, I must provide at least 24 hours notice or the full amount of the clean booked will be charged to the my credit card.
 3. I am aware that dissatisfaction with the work quality or results does not waiver my liability or commitment to pay for all hours work performed.
 4. Because clients needs often change on the day, the total account will be calculated based on the total number of hours performed multiplied by the applicable hourly rate for the service used on the day.
 5. I have authorised for my account, to be deduct the balance owing from my credit card if I do not provide payment, or only provide part payment, on the day. ** see automatic replenishment notice.
 6. The coupons are part of our Bulk Buying Discount program and do not constitute a contract with our cleaners or the company. The program simply reduces the hourly rate applicable to my hourly rate.

AUTOMATIC REPLENISHMENT

If, at any time in the future, I, or my agent, use the Bulk Discount Program - I understand that if I do not cancel my booking when my balance is equal to or below the value of my next two services, for my convenience and security of my regular time and day, my coupons will be automatically replenished using the credit card provided for my previous services. If that credit card cannot be charged, H.S.A. will issue me with an invoice and regardless of the number of units used from the automatic replenishment to my account, I am liable for the equal number of units purchased in my last use of the Bulk Discount Program.

I have read and understand the conditions above and on the reverse of this page.

For my convenience, I understand that the conditions of this authority will form part of any future contract for services from Home Services Australia Pty Ltd or it's subsidiaries, contractors and agents.

CLIENT SIGNATURE: X

Our Cleaners are Professionals.

They will work hard for the full amount of time prescribed and will endeavour to provide you with the very best standard of work possible.





WHAT IS INCLUDED IN YOUR RATE;

Cleaners:

- Hourly rates paid to the cleaner.
- Travel allowance paid to cleaners to ensure reliability.

Domestic management:

- Domestic product & equipment kit for your cleaners to use in your home.
- Cleaning quality warranty/guarantee - if you provide enough time & the cleaning is not good enough, H.S.A. will rebate the time taken to rectify the problem areas to your account (only applies to bulk discount program clients).
- Bulk discount program - discounted hourly rates for buying your cleaning in bulk.
- Dedicated Client care agent for your account.
- Independent cleaning audit reports and instruction sheets for rectifying problem areas for your crew (not necessarily at your home i.e. timekeeping audits).
- Electronic scheduling service to ensure reliability and consistency.

Please note:

Home Services Australia P/L has workers compensation to cover its cleaners and request that client make there home as safe as possible as to not cause injury to the cleaners.

MINIMUM HOURS

Because cleaning begins with the basics, if the work is incomplete often the whole home will appear unattended to or poorly finished. *Cleaners know this from years experience and urge clients to be realistic in their expectations.* If you do want only a specific number of tasks attended to please write a specific list. In our experience a vacate or spring clean always exceeds the minimum allocated of twenty hours & clients are not usually satisfied with the results when only twenty hours of work is authorised.

Please note: the most common cause of dissatisfaction with results remains insufficient time allowed to complete work properly. We understand the need for budgeting time and recommend that if you need to budget, please provide a very specific list of priorities for the staff to follow and be aware that if you put too much on the list it may affect the finishing standard.

Special notes for bulk discount purchasers:

- a) Due to the relationship established with our cleaners and our regular clients, we do not automatically cancel clients reserved days or times based on the balance of their coupon account.
- b) If your account is at zero and you wish to relinquish your regular time slot - you are still required to contact the office as per our cancellation policy because the cleaners could have been sent elsewhere.
- c) Failure of Home Services Australia staff to provide courtesy calls or written reminders regarding low coupon balances does not waiver cancellation fees or automatic replenishment on your credit card.
- d) Continued service/s after a previously authorised coupon purchase is exhausted or reduced to two services remaining, constitutes authorisation of a new bulk purchase equivalent to your previous purchase.**
- e) By signing this work authority, you are authorising this automatic deduction from your credit card.**
- e) The coupons are non refundable and simply discount the portion of your hourly rate paid to Home Services Australia. Clients are still required to cancel any booking to avoid a cancellation fee.**

Cleaners

Our Cleaners have made agreements not approach any of our clients to ask for private work and Home Services Australia request that clients do the same .

PAYMENT

If payment is not received and cannot be processed on a credit card, you provide us authority to automatically refer the account to a collection broker. Additional administrative charges and collection costs are wholly the responsibility of the client. **Please note that by agreeing to have work performed (even on over the telephone) you authorise Home Services to automatically charge your credit card as per the service terms.** If payment is not received on the day the work is performed or your service unit balance reaches two services or less, payment will be **AUTOMATICALLY** be processed on your credit card. Quality Guarantee applies only the Bulk Discount Program.

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