

Maid to you

HEMOCARE SPECIALISTS



INFORMATION GUIDE

www.maidtoyou.com.au

ABOUT US

Maid To You was created with one clear belief: a well cared for home changes how you live in it. This is not rushed, checklist cleaning. It is intentional, detail focused work designed to create calm, order, and consistency in your home.

Every service is approached with the understanding that your home is personal, and maintaining it properly requires care, respect, and high standards.

Our philosophy is simple. Reset/refresh the home properly once, then maintain it to a professional standard over time. This allows us to work efficiently, avoid shortcuts, and deliver consistent results that clients can rely on.

We specialise in maintenance cleaning and home resets for clients who value quality, transparency, and long term relationships.

Maid To You operates with clear boundaries, honest communication, and mutual respect for time and energy. We believe the best results come from working together with shared expectations.

When you invite us into your home, you can expect thoughtful service, attention to detail, and a home that feels lighter, calmer, and genuinely looked after.

OUR APPROACH & VALUES

At Maid To You, we are guided by the following values:

- Quality over speed, every time
- Honest and clear communication
- Respect for time, energy, and boundaries
- Consistency and reliability

We aim to build long-term, professional relationships with clients who value good work and understand that high-quality cleaning takes time, care, and attention to detail.

We respect and value both our clients' time and my own, and we operate in a way that reflects this through clear communication, reliability, and fair policies. We take pride in our work, treat every home with care, and believe that trust, mutual respect, and open communication are the foundation of a strong working relationship.

For regular cleans, you will always pay the same amount per clean, with no surprise charges if a particular visit takes longer. This allows flexibility in how time is used while ensuring your home continues to meet the standard set during the initial deep clean.

F A Q S

What cleaning products are used?

We aim to be as low-tox as possible because we care about the health of our staff, clients, their families, and their homes.

Wherever possible, we will always reach for non-carcinogenic options first, including:

- For All – which is safe to use basically on everything.
- Vinegar
- Bicarb soda

If stains or build-up persist and a stronger product is required to achieve a proper result, stronger chemicals may be used.

In some cases, bleach will be used where appropriate for hygiene, safety, or stain removal.

What payment methods do you accept?

Payments are accepted via:

- Bank transfer – preferred to keep cost down
- Cash
- GoCardless – if not paying at completion of clean, the clean will be paid for by using gocardless with your

Payment details will be provided prior to your service.

What if my home has built-up grime but I book the refresh cleans?

If your home has noticeable build-up or hasn't been professionally cleaned in some time, a maintenance clean may not reach our usual standard.

In these cases:

- We do not take responsibility if the result is below our standard
- An Initial Reset Clean will be recommended
- This will be discussed during your walkthrough before the clean proceeds

SERVICE MENU

initial cleans.

refresh package

One-off from \$180

A focused, one-off clean designed to quickly refresh the high-traffic areas of your home and bring everything back into order.

This service concentrates on the spaces you use most, including the bathroom, kitchen, living areas and bedrooms. It's a simple way to experience what it feels like to have Maid To You as your professional cleaner and housekeeper, without commitment.

This is a refresh, not a deep clean.

Bedrooms are lightly reset only and not fully cleaned.

regular cleans.

Weekly | fortnightly | monthly from \$140

Consistent home care without the mental load.

A refreshing, consistent clean that resets the main areas of your home and keeps everything feeling calm, tidy and under control week to week.

Includes:

Kitchen, bathrooms, laundry, living areas, straighten of bedrooms, dusting, floors.

Rotation items (as needed):

Skirting boards, cobwebs, vents, window sills, spot wall wipes.

reset package

One-off | from \$400

A deeper, more thorough clean designed to reset your home and bring everything back to a fresh, balanced baseline. This service focuses on detail and build-up, leaving your space properly reset rather than just surface-cleaned. It's the ideal starting point before moving into ongoing care, ensuring future cleans feel consistent, calm and well maintained.

This is not a quick refresh.

It's a full reset that sets the standard for your home.

***Includes full oven clean**

A deeper clean designed to reset the home and create a strong foundation for ongoing care.

regular cleans + housework support

Weekly | Fortnightly | Monthly from \$210

More than a clean. This is full home support.

Perfect for busy households who want their home not just clean, but genuinely looked after. This service includes everything in our Regular Clean, plus extra hands-on help with the everyday tasks that take up your time.

This is where the magic happens for families, parents and anyone who wants to come home to a house that feels done.

Includes extra support such as:

Bed linen washed and changed, laundry assistance and putting clothes away, dishes, general tidying and organising of home

Rotation items (as needed):

inside cupboards, blinds/curtains, inside fridge, oven cleaning, walls

Our most popular option for clients who want ongoing, all-round home care without juggling add-ons.

TERMS & CONDITIONS

At Maid To You, I value quality work, honesty, and respectful working relationships. These Terms and Conditions are in place to ensure clear expectations, protect everyone's time, and allow me to provide a reliable, high-quality service to every client.

By outlining how bookings, payments, cancellations, and services are managed, these terms help create a smooth, fair, and professional experience for both you and Maid To You.

Liability and Insurance

Maid To You is fully insured to cover any damages or liabilities that may occur during the provision of services. Every precaution is taken to deliver quality work and handle your property with care. In the unlikely event of an incident, coverage will apply in accordance with the terms of the insurance policy.

Booking Fee, Payments, Cancellations & Missed Appointments

The following policies are in place to ensure fairness, reliability, and consistency for everyone on our schedule.

Late cancellations and missed appointments directly impact our ability to operate efficiently and hold time for clients.

- All cleans require a \$50 booking fee to secure your booking
- The booking fee is deducted from your total on the day of your clean
- The booking fee is payable via cash, bank transfer, or GoCardless

- A minimum of 24 hours' notice is required for cancellations or rescheduling
- Cancellations or reschedules within 24 hours will incur a \$50 fee, as this time was reserved specifically for you
- Missed appointments without notice will incur a \$50 fee

- Repeated short-notice cancellations or reschedules may result in the release of your ongoing booking
- Continued cancellations may result in loss of your regular cleaning spot

These policies help protect allocated time and ensure reliability for all clients on the schedule.

Cleaner Cancellations

In the rare event that Maid To You needs to cancel or reschedule a clean with less than 24 hours' notice, one complimentary hour of cleaning will be added to the next scheduled clean at no charge

Wear, Tear & Realistic Expectations

Maid To You provides high-quality cleaning and housekeeping services. While we take great care and pride in our work, we are cleaners, not restoration specialists. Items that are worn, damaged, stained, etched, or not regularly maintained may not return to a "like-new" condition. Results depend on the condition of surfaces at the time of service, and some wear and deterioration cannot be reversed through cleaning alone.

Client Responsibilities

To ensure a smooth and efficient service, clients are responsible for:

- Providing access to the property at the scheduled time
- Securing or removing any valuable or fragile items prior to cleaning

Excess clutter may limit what can be completed within the allocated time, as cleaning time will not be spent organising personal belongings unless agreed upon in advance.

Clutter & Household items

Homes with excess clutter, personal items, or large collections of knick-knacks require additional time to tidy and work around. This may reduce the time available to clean other areas of the home during your scheduled service.

Unless decluttering, organising, or detailed tidying has been specifically requested and quoted, Maid To You will focus on general cleaning around items rather than extensive rearranging or sorting.

If tidying, organising, or managing clutter is a priority for your household, this can be tailored into your service and quote. Please discuss this with us prior to your booking so appropriate time can be allocated and expectations are aligned.

Health, Safety & Working Conditions

Maid To You does not clean at unsafe heights or move extremely heavy furniture. Services will not be carried out if conditions pose a health or safety risk.

Clients must provide running water and electricity, and air conditioning must be available and operational at all times to ensure a safe working environment.

Biohazard

Maid To You does not clean biohazard materials, including but not limited to human or animal faeces, blood, bodily fluids, mould, or other hazardous substances. Specialist services may be required in these circumstances.

Satisfaction & Refund Policy

Maid To You does not offer refunds on cleaning services.

I stand by the quality of my work and guarantee 100% satisfaction. If you are unhappy with any aspect of your clean, I am happy to return and address the issue.

To be eligible for a return visit:

- Any complaints must be made in writing and sent to email address
- You must contact Maid To You on the same day as the clean, no later than that evening
- The concern must relate to the work completed during that visit

If these conditions are met, I will arrange a return visit at no additional cost to re-clean the affected areas.

This policy ensures any issues are resolved fairly and promptly while maintaining consistency and respect for time and scheduling.

Communication & Feedback

- Any concerns or feedback should be communicated as soon as possible
- Open and respectful communication is expected at all times

FAQS

Why do you recommend an Initial Reset Clean first?

An Initial Reset Clean allows us to properly remove built-up grime and detail areas that don't get regular attention.

This creates a clean baseline so ongoing maintenance cleans are effective, consistent, and able to maintain a high standard.

What happens if it has been longer than 2 months between cleans?

If it has been longer than two months since your last clean, a longer clean may be required as some areas may take longer.

If a clean is skipped or paused, this will be discussed with you, and you will always be notified if extra cleaning or time is needed before your next service.

How do you access my home if I'm not there?

Clients can provide access in any of the following ways:

- Lock box
- Spare key
- Leaving the key in an agreed safe place
- Leaving the door unlocked if you are our first client of the morning

Access details must be communicated before the scheduled clean.

C O N T A C T

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