



Terms of Service

New Image Cleaning (ACN 645 316 785)

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General Home Cleaning

- New Image general Home cleaning includes clean of the Kitchen, Bathrooms, Laundry, Bedrooms and other internal rooms. Walls, blinds, balconies, carpet steam cleaning, cupboards, pantry and garages are optional extras. [Please click here for the full list of inclusions](#)
- For all recurring booking cleaning plans, credit card payment will be automatically processed 3 days prior to the commencement of each scheduled booking. Payment must be made three days prior to the commencement of the clean.
- Cancellations made with less than 24 hours notice will incur a \$35 cancellation fee.
- A New Image Cleaning accredited cleaning company will return to a property within 48 hours of a clean to rectify any outstanding cleaning items. Any complaints or issues over this time period will void a re-clean.
- The booking time is a close estimate and the New Image Cleaning accredited cleaning company will do their very best to accommodate the exact time booked. Unexpected circumstances may incur this time to shift slightly and New Image Cleaning will contact the customer to advise of any changes.

End of Lease Rental Bond Refund Guarantee

The terms and conditions of New Image's cleaning guarantee (Guarantee) that, following an end of lease clean completed by New Image Cleaning (EOL Clean), your lease bond/deposit will be returned based on the cleanliness of the relevant property, are set out below:

- The Guarantee only applies in respect of those items that are part of the standard cleaning package provided by New Image Cleaning as part of the standard EOL Clean and any agreed extra services required by the client in addition to the selected package.
- The Guarantee is subject in all respects to the customer providing evidence (reasonably acceptable to New Image Cleaning) that, following the completion of the EOL Clean by New Image Cleaning, 100% of the bond of the deposit is not returned due to the cleanliness of the relevant property.
- The Guarantee is not a financial guarantee. If a client validly makes a claim under the Guarantee following a completed EOL Clean by New Image Cleaning, New Image Cleaning agrees to return to the relevant property to provide further cleaning services, subject to the property manager's reasonable standards (subject always to these terms and conditions).
- The Guarantee is provided on the assumption that the property is in a fair and reasonable condition at the time that the EOL Clean is commenced. Should it be deemed necessary by New Image Cleaning that extra cleaning is required in addition to the initial EOL Clean to clean the property to a reasonably acceptable standard to ensure the return of the bond, then extra cleaning charges shall apply. If these extra cleaning charges are not agreed to the Guarantee shall not apply.
- New Image Cleaning will not be responsible for the permanent removal of mould. (Whilst an effort will be made to remove the mould if the service is additionally booked, New Image Cleaning cannot guarantee that the mould will not return).
- The Guarantee does not apply to any furniture or moveable property and New Image Cleaning will not clean, nor is it responsible for, any property which is in a broken or damaged state at the commencement of the EOL Clean.

- The Guarantee applies in relation to cleaning of the relevant property only.
- The Guarantee does not apply in relation to any deduction made by the relevant real estate agent or property manager due to any reason whatsoever other than the cleanliness of the relevant property following completion of the EOL Clean. Further, the Guarantee does not apply in relation to any bond disputes and New Image Cleaning is in no way liable for any costs, expenses or any liability in connection with such dispute.
- For real estate agency or property manager booked cleans, the client has 5 days to recall New Image Cleaning to rectify any cleaning that is not to the required standard (as reasonably determined by the Real Estate Agent and client). Following this period, the service provided by New Image Cleaning will be deemed to have been completed satisfactorily and the Guarantee will be immediately cancelled.
- For tenant booked services, the customer has 5 days to recall New Image Cleaning to rectify any cleaning that is not to the required standard as reasonably determined by the customer. Following this period, the service provided by a New Image Cleaning accredited cleaning company will be deemed to have been completed satisfactorily and the Guarantee will be immediately cancelled.
- The Guarantee is null and void if, after completion of the EOL Clean, any person (other than the real estate agent or property manager undertaking the inspection) enters the site. Any further cleaning will result in extra charges payable to New Image Cleaning.
- The Guarantee is null and void if any rubbish, tenants property, or removable items are left in the property after the EOL Clean has been completed.
- By engaging New Image Cleaning to provide an EOL Clean, the customer agrees that the Rental Bond Refund Guarantee is subject in all respect to the above terms and conditions.
- New Image Cleaning will not be responsible for compensation or refund to any party whereby the real estate agent, property manager or customer engages an alternate contractor or cleaner to rectify any work New Image Cleaning previously undertook.

End of Lease Cleaning

- New Image Cleaning Bond cleaning includes full clean of the Kitchen (including oven), Bathrooms, Laundry, Bedrooms and other internal rooms. Also included is Cupboards, Pantry, Doors, Floors, Internal windows (including window sills and tracks where accessible), and skirting boards. Walls, blinds, balconies, carpet steam cleaning and garages are optional extras.
 - [Please click here for the full list of inclusions.](#)
- Our Bond Cleaning guarantee ensures that New Image Cleaning will return free of charge to rectify any outstanding issues based on our bond cleaning inclusions (please click here for the full list of our bond back guarantee terms and conditions)
- New Image Cleaning will return to a property within 5 days of a clean to rectify any outstanding items. Any complaints or issues over this time period will void the bond back guarantee. New Image Cleaning require a period of 48 hours in which to organise a cleaner to return to the property. Unrestricted access to the property will be required.
- Deposit must be made prior to the commencement of the clean.
- The booking time is a close estimate and the New Image Cleaning accredited cleaning company will do their very best to accommodate the exact time booked. Unexpected circumstances may incur this time to shift slightly and New Image Cleaning will contact the customer to advise of any changes.
- Parking, key collection changes and rescheduling of bookings may attract an additional fee where necessary.
- Once the final invoice is received on day of the clean, the customer is required to make payment before the job commences. Once we have sent the invoice, New Image Cleaning is authorized to collect the payment using the same card that was used by the customer during the booking process, 30 minutes after the invoice has been sent.
- Cancellations made with less than 24 hours notice will incur a \$35 cancellation fee.