

## Terms & Conditions

### \$89 Home Cleaning Voucher

1. **Voucher Value:** This voucher is valid for 2 hours of standard home cleaning service by Pristine Clean & Sparkle.
2. **Payment:** Full payment of \$89 must be made prior to the commencement of the cleaning service to secure your booking.
3. **Inclusions:** This voucher covers general home cleaning using eco-friendly products, including dusting, vacuuming, mopping, and surface cleaning.
4. **Exclusions:** The following services are not included in this voucher and will incur additional charges if requested:
  - Inside fridge cleaning
  - Oven cleaning
  - Carpet shampoo/steam cleaning
  - Interior or exterior window cleaning
5. **Client-Supplied Equipment:** Clients must provide their own vacuum cleaner and mop. This policy helps avoid cross-contamination between households and ensures hygiene standards are maintained.
6. **Service Area:** This voucher is available for clients located within our standard Auckland service areas. If you're unsure, please contact us to confirm if your location is covered.
7. **One-Off Offer:** This is a one-off introductory offer for new clients only. If you wish to continue with regular cleaning services, the cost will be calculated based on the size and specific needs of the job.
8. **One Voucher Per Household:** Limit of one promotional voucher per household/address.
9. **Booking Subject to Availability:** All bookings are subject to availability. We recommend booking early to secure your preferred date and time.
10. **Cancellation Policy:** A minimum of 24 hours' notice is required for cancellations or rescheduling. Cancellations made with less than 24 hours' notice may forfeit the voucher.

11. **Voucher Validity:** This offer is for a limited time only and vouchers must be used within 60 days of purchase unless otherwise agreed.

12. **Non-Refundable:** This voucher is non-refundable and not redeemable for cash.

## **\$89 / 2-Hour General Clean**

Perfect for regular upkeep or a quick refresh of your home. We focus on the most used areas to leave your space clean, tidy, and sparkling.

### **Kitchen**

- Wipe down countertops and surfaces
- Clean exterior of appliances (stove top, microwave, etc.)
- Wipe cupboard doors (exterior only)
- Clean sink and taps
- Empty rubbish bin

### **Bathrooms**

- Clean toilet, shower, and bath
- Wipe vanity, sink, and taps
- Clean mirrors
- Spot clean tiles and surfaces
- Empty bin

### **Living Areas & Bedrooms**

- Dust surfaces and furniture
- Wipe tables and reachable surfaces
- Vacuum all floors and rugs
- Mop hard floors
- Light tidy-up and straightening

### **Extras**

- Spot clean light switches and door handles
- General tidy of high-use areas

**Please note:** This service **does not** include deep cleaning tasks such as inside ovens, fridges, windows, or carpet shampooing. **If your home requires extra attention or more time**, we recommend booking a deep clean or extended time.