

Everhaven – Terms & Conditions.

1. Bookings & Payment:

Payment is required prior to the scheduled service.

For recurring services, payment will be processed automatically using the method on file.

2. Cancellations & Rescheduling:

We require at least 24 hours' notice for any cancellations or rescheduling.

Cancellations made with less than 2 hours' notice may incur a cancellation fee of 50% of the service cost.

Same-day cancellations may be charged the full service rate.

3. Access to Property:

Clients must provide safe and secure access to the property at the scheduled time.

If access cannot be gained, the full service fee may be charged.

4. Pets:

Pets must be secured or safely managed during the service. Everhaven is not responsible for pets that escape during cleaning.

5. Condition of Home:

Our services are based on the home being in a reasonable condition.

If the home requires significantly more time or work than expected, Everhaven reserves the right to:

- “Adjust the service”
- “Reschedule”
- “Or apply additional charges (with client approval)”

6. Scope of Service:

Everhaven provides cleaning services as outlined in the selected service.

Tasks outside of this scope are not included unless agreed upon in advance.

Everhaven provides all cleaning products and equipment unless otherwise agreed.

7. Health & Safety:

Our cleaners will not:

- “Move heavy furniture”
- “Clean hazardous material (including mould, bodily fluids, or pest infestations)”

If such conditions are present, the service may be declined or adjusted.

8. Breakage & Damage:

Everhaven ensure upmost care on a client’s home however, accidents can occasionally happen.

Any breakages or damage must be reported within 24 hours of the service.

Everhaven will assess and resolve any issues appropriately.

9. Satisfaction Guarantee:

If you are not satisfied with any part of your service, please contact us within 24 hours.

We will return to address any concerns where appropriate.

10. Security & Privacy:

Everhaven respects the privacy and security of all clients.

All information and access details are kept confidential and used solely for the purpose of providing cleaning services.

11. Photos:

Everhaven may take photos of completed work for quality control and marketing purposes. No personal or identifying items will be shared without consent.

12. Agreement:

By booking a service with Everhaven, you agree to the above terms and conditions.