



Terms and Conditions for the New Beginnings Package

Last Updated: 28/03/2025

These Terms and Conditions ("Agreement") govern your purchase and use of the New Beginnings Cleaning Package services ("Services"). By submitting an online booking form and/or making payment, you agree to be bound by the following terms:

1. Eligibility

- **Child Eligibility:** Our cleaning packages are exclusively available to customers who, or for whom they are purchasing the service, have a child under the age of five.
 - **Geographical Eligibility:** At this stage, the packages are only available to parents residing within the Matamata-Piako District or the Cambridge area. By booking, you confirm that you meet this geographical requirement.
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2. Booking and Package Options

- **Package Options:** Two cleaning package options are offered:
 - **6-Hour Package:** Must be used within 3 weeks from the date of purchase.
 - **12-Hour Package:** Must be used within 6 weeks from the date of purchase.
 - **Session Duration:** Each individual cleaning session must be booked for no less than 1 hour and no more than 2 hours.
 - **Scope of Services:** Packages include general cleaning services such as vacuuming, laundry, dishes, linen changes, mopping, and tidying up. Services such as deep cleaning, carpet care, and window cleaning are not included but may be arranged outside the package deal at an additional cost.
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3. Payment Terms

- **Invoice and Payment:** Once the online booking form is submitted, QFC will email you an invoice. Payment is required within 3 days of receiving the invoice to secure a follow-up call to arrange your cleaning schedule.
 - **Booking Priority:** The cleaning schedule is allocated on a “first paid, first booked” basis. Failure to pay within the stipulated period will result in the loss of your place in line for scheduling.
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4. Refunds

- **Refund Policy:** Refunds will be provided on a case-by-case basis under extraordinary circumstances. Requests for refunds will be evaluated individually, and any refunds granted are at QFC’s sole discretion.
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5. Cancellations and Rescheduling

- **Cancellation Notice:** Cancellations must be made at least 24 hours in advance to secure a replacement spot for your scheduled cleaning. Cancellations made less than 24 hours before the appointment risk voiding the clean.
 - **Rescheduling Due to Illness:** Should the assigned cleaner be unwell on the day of your scheduled clean, QFC will contact you via phone and/or email as soon as possible to arrange an alternate time.
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6. Additional Terms and Conditions

- **Modifications:** QFC reserves the right to modify these terms and conditions at any time. Any changes will be communicated to existing customers where applicable and will apply to future bookings.
- **Limitation of Liability:** QFC will not be liable for any indirect, incidental, or consequential damages arising from the use of our Services. Our liability, if any, shall not exceed the amount paid by you for the applicable cleaning package.
- **Force Majeure:** QFC is not responsible for any delays or failures in performance due to causes beyond our reasonable control, including but not limited to acts of God, war, government regulations, or other events beyond our control.
- **Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of the jurisdiction in which QFC operates.

- **Severability:** If any provision of this Agreement is found to be unenforceable or invalid, the remaining provisions will continue in full force and effect.
 - **Entire Agreement:** This Agreement constitutes the entire understanding between you and QFC regarding the cleaning packages and supersedes any prior agreements or understandings, whether written or oral.
 - **Contact Information:** For any queries, concerns, or disputes regarding these Terms and Conditions, please contact QFC at:
qualityfirstcleaning@outlook.com
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By proceeding with your booking and payment, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions.