

DUNEDIN HOUSE  
CLEANERS  
**TERMS &  
CONDITIONS**



**DUNEDIN**

HOUSE CLEANERS

# TERMS OF TRADE

*DUNEHC*



1. Cleaning Services to be performed by DUNEHC on a set day with a set cycle, schedule and price as agreed between the Client and DUNEHC
2. The Client will raise any new service requests, request variations to services, and raise any concerns by email to DUNEHC via the nominated contact in the Service Schedule(s) or any other contact person advised by DUNEHC in writing.
3. DUNEHC will charge the client the agreed price to their credit card in NZD.
4. DUNEHC will utilise the communications method outlined in the Service Schedule(s) for communicating with the Client.
5. DUNEHC will maintain client confidentiality and will not use the client's name in any marking or publicity without permission in writing.
6. DUNEHC will be responsible for determining the service delivery model and the appropriate mix of people, processes and tools to deliver the services to the Client.
7. The Client will provide notice to DUNEHC of any planned renovations or occupancy changes to the address for service.
8. The Client will provide for the use by DUNEHC in performance of this contract the following:
  - a. A safe and secure working environment for DUNEHC and ensure that any dogs are restrained to allow clear access on to and inside of the address for service
  - b. Access to the address for service included keys and any relevant alarm security codes
  - c. Access to nominated toilet facilities
  - d. Any other facilities as outlined in the Service Schedule(s).
9. The Client will provide DUNEHC with their credit/debit card details to pay for the services and charged according to the billing cycle chosen of weekly, fortnightly or monthly. If the billing cycle is weekly, the client will be charged each Monday prior to the service being carried out. The Client is responsible for advising DUNEHC updated card details as required. If the service has been postponed or cancelled the client wont be charge
10. In the event that there is a delay in the commencement of the service due to circumstances outside either the Client's or DUNEHC's control e.g. surface flooding or earthquakes DUNEHC will endeavour to deliver the service to service levels. In the event that the majority of the service is delivered, full payment will be payable. In the event that the service is not delivered, no payment will be payable. If the credit card was charged and a service can not be completed, then a full refund will be applied.



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11. In the event that there is a delay in the commencement of the service due to circumstances within the Client's control e.g. property access, DUNEHC may reduce the scope of the service delivered or not deliver services to service levels. In these circumstances full charges will be payable.

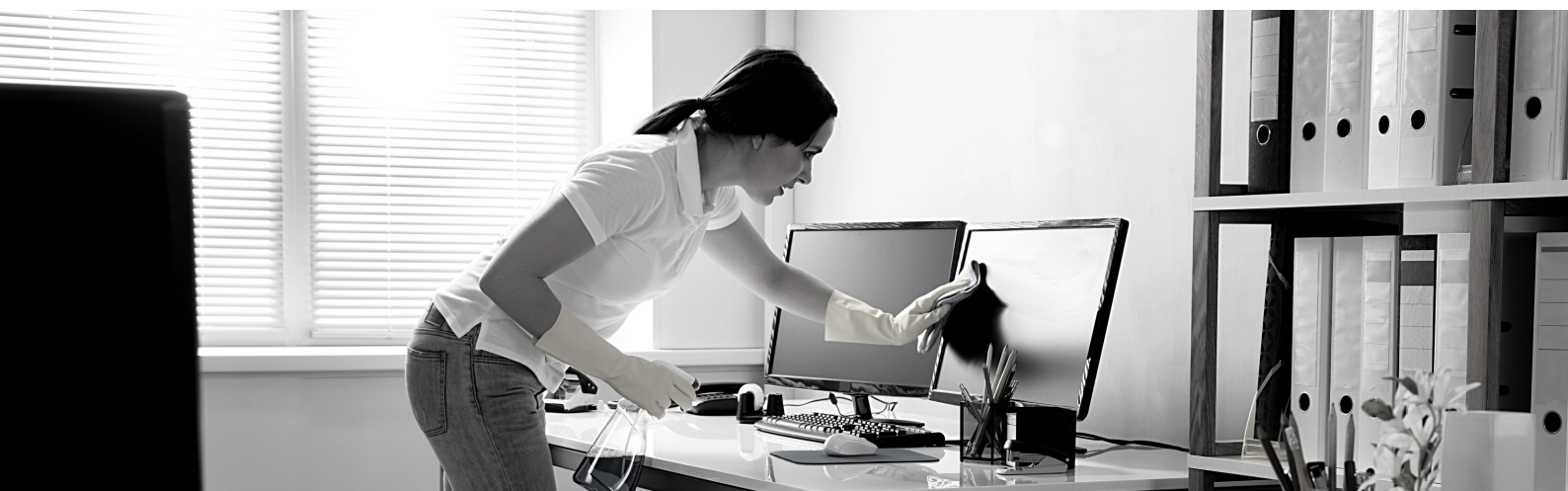
12. We charge a \$50 cancellation fee to scheduled cleans not cancelled by 3pm the day before the scheduled time, unless that clean is a speciality clean. For specialty cleans (including but not limited to post-construction/post-renovation cleans), a cancellation fee amounting to 50% of the price quoted for that specialty clean will be applied to scheduled cleans not cancelled by 3pm the day before the appointment. To be clear, if you have a recurring service, you'll still need to cancel an appointment before 3pm the day before any particular scheduled clean in order to avoid a cancellation fee, but you may cancel any later future appointments with no additional fee. Finally, please note that if our Services are provided under a separate written agreement with you, if any part of that agreement conflicts with these Terms, including a separate cancellation policy, that cancellation policy (and not this Section 11) will apply to you.

13. Either party may terminate a residential contract with 1 week's written notice, any commercial contract can be terminated in accordance with the signed Contract of Services. Any payment for above mentioned services owed by the Client shall be due and payable at the time the Agreement is terminated.

14. DUNEHC is responsible for the payment of Goods and Services tax.

15. This Agreement will be governed by the laws of New Zealand.

16. All costs incurred recovering any money outstanding will be added to the original amount owing.



# PRIVACY POLICY

*DUNEHC*



DUNEHC has put together the following privacy statement to display DUNEHC's commitment to provide privacy. This document will display the policies DUNEHC has put in place to protect customers during information gathering practices.

## Use of your information:

DUNEHC does not sell or rent your personal information to third parties. We will only release account and other personal information if we believe release is appropriate to comply with law; facilitate court proceedings; enforce or apply our terms and conditions; or protect the rights, property, or safety of DUNEHC, our users, or others.

## Email:

It is the policy of DUNEHC to send our members emails throughout the purchasing process, to email members informing them of special benefits and offers, plus to send other promotional emails they elect to receive. Further, it is our policy to immediately remove any member from any mailing list upon the member's request. We do use email as a means of receiving feedback from our members, and we encourage you to email us with your questions or comments.

## Emailing Tools:

DUNEHC provides tools on its website to tell a friend about products, and send out wish lists. These tools must not be misused in any way to send spam or other content which would violate our privacy policy or Terms and Conditions. We do not permanently store, sell, or rent these email messages or the email addresses.

## Membership Registration:

Our site's registration form requires you to provide us contact information and may also require demographic information. Your contact information may be used to contact you when necessary.

## Updating Your Personal Information:

DUNEHC provides you with ways in which you can alter your personal data, including changing your email address, password, phone number.

## Security:

Your payment is processed through eWAY Payment Gateway. eWAY secures all your customer and credit-card data with military-grade software and servers, and the highest level of encryption available. OCAC LIMITED, WHC Trading Limited and OrendaClean New Zealand Ltd will not store or transfer any of your credit card information. All data is transferred using eWAYs secure servers.