

MERAKI

CLEANING COMPANY

Terms Of Trade

These terms and conditions are entered into between **Meraki Cleaning Company Limited**, trading as **Meraki** or **Meraki Cleaning Company (NZCN 9300117)** (“we,” “us,” or “our”), and **you, the individual** or **entity** named in the Order or Proposal (“you” or “your”). Collectively, we are referred to as the **Parties**, and individually as a **Party**. Together, these terms and conditions along with the Order or Proposal (as applicable) constitute the entire agreement under which we will provide the Services to you (the “**Terms**”).

Health & Safety – COVID-19 Disclosure

For the wellbeing of our team and clients, full transparency around health status is required. You must inform us before your scheduled clean if:

- You or anyone in your household is experiencing COVID-19 symptoms,
- You've recently traveled internationally or been in close contact with someone unwell,
- You've been in isolation or are planning to isolate.

Meraki Cleaning Company Ltd reserves the right to postpone or cancel services in the interest of health and safety.

Satisfaction Guarantee & Re-cleans

We don't offer refunds, as each clean is customized to your needs. However, your satisfaction is very important to us.

If you are unhappy with the service, please notify us **within 24 hours** of your clean. We'll gladly return for a **free re-clean** of the areas you were not satisfied with.

To qualify for a re-clean:

- The issue must be reported within 24 hours of your scheduled service,
- Please provide a detailed list and clear photos of missed areas,
- No additional services may be added unless they meet the minimum requirements for new bookings.

Re-cleans will be scheduled within 24 to 48 hours, and someone must be available to provide access to the property.

Receipts & Payment Confirmation

Receipts are automatically sent once your payment has been processed.

If you don't receive one, please contact us and we'll manually resend it.

Important: Receipts will only be sent to the email used during your booking. Please double-check it for accuracy.

Digital Signatures

This agreement may be signed online using a third-party platform chosen by Meraki Cleaning Company Ltd, as long as the method follows the platform's terms and New Zealand law.

Gift Cards

Meraki Cleaning gift cards can be redeemed toward any of our cleaning services.

They are **non-refundable** and **cannot be exchanged for cash**.

To use a gift card, simply enter your unique code during the online booking process.

Any remaining balance will be saved for future use.

Booking Policy & Cancellations

There's no ongoing contract between you and Meraki Cleaning Company Ltd.

You're free to cancel your one-time or recurring clean at any time — just give us **at least 24 hours' notice**.

- Cancellations or reschedules made **under 24 hours** will incur a **\$60 fee**.
- If you reschedule and later choose to cancel, the same cancellation fee applies.

We also reserve the right to cancel services at our discretion.

Multiple Parties

If more than one person or entity books our services, each party is equally and individually responsible for all obligations outlined in these Terms.

Move-Out Cleaning

When booking a **move-out clean**, you confirm that the home will be **completely empty and free of personal belongings**. If the cleaners arrive and the home is not ready, a \$60 same-day cancellation fee applies.

Please note:

- We do **not** provide services for removing pet odours. If your property requires odour remediation, we recommend contacting a specialist.
- If items are left behind—such as furniture, dishes, or food in the fridge or cupboards—your booking may be **reclassified to a regular or deep clean**, and **additional charges may apply**.

If you've requested **inside appliances or cabinet cleaning**, all items must be removed before our arrival. Minimal items may be left behind only with prior notice and approval.

Hourly Cleaning Services

Hourly cleaning is charged based on the **time booked** at our current hourly rate.

Please note:

- The service type (Standard, Deep, Move-Out, Hourly, Organisation, or Home Concierge) **cannot be changed** once the clean has started.
- Cleaners **cannot alter your booking type on-site**. Any changes must be approved in advance via email, text, or phone.

- If you are **present during the clean**, it is your responsibility to stop the service at the end of the booked time to avoid extra charges.
- If more time is required, please contact us directly to request an extension or service upgrade.
- If you're **not home**, we will notify you when the clean is complete. If additional cleaning is needed, we'll let you know.

For homes that require more time than was booked, cleaners will focus on the **priority areas** as best as possible within the scheduled time.

24-hour re-clean guarantees apply to hourly services **only for time needed to address any missed areas**, not for repeating the entire clean.

If you feel our team is working inefficiently, this must be communicated **before the end of your booked time**.

Cleaning Approval & Feedback

You can confirm your satisfaction with a clean by:

1. Phone call or verbal communication,
2. Replying to our emails,
3. Sending a text message.

Once a clean is approved through any of these methods, **re-clean requests may be denied**.

To qualify for a re-clean:

- You must notify us **within 24 hours** of your service.
- Any feedback must be acknowledged by us to be valid.

If you've requested to inspect the clean in person but **arrive more than 10 minutes after the team is ready to leave**, additional charges may apply (up to 1 hour of wait time). After this time, our team may leave the property.

Cleaning Teams

The number of cleaners assigned to your service will vary depending on the size and condition of the home, as well as the scope of work required. You may be assigned a solo cleaner, a team of two or more professionals, and in some cases, a designated team lead. For First-Time Cleans (Deep Cleans) and all Move In & Move Out services, we typically assign a team of two or more cleaners due to the detailed and intensive nature of these jobs.

We do our best to send consistent team members, but due to **scheduling, illness, or staffing changes**, we cannot guarantee the same team will always return.

Code of Conduct

Our cleaners are professionals who are trained to maintain a respectful and efficient work environment in your home.

They will **not**:

- Smoke, eat, or drink in your home,
- Use your electronics (TVs, radios, gaming consoles),
- Answer your door or phone,
- Perform tasks outside the agreed cleaning plan.

Meraki Cleaning Company Ltd is not a specialist in:

- Grout restoration,
- Wall washing or mold removal,
- Tile repair.

For these or similar specialist tasks, we recommend hiring a qualified service provider.

Working at Heights

Our team **does not perform cleaning tasks that require working above three steps on a ladder**. This is to ensure the safety of our cleaners. Any work requiring higher access will be declined.

We may monitor the actual cleaning time during the first two months of service (and occasionally afterward). If there's a significant difference from the originally quoted time, we'll contact you to discuss a revised quote or service plan.

If there are **pets in the home**, this must be disclosed at the time of booking so a **pet fee** can be applied. Undisclosed pets may result in additional charges.

Pets Escaping from the Home

Meraki Cleaning Company Ltd and its cleaners are **not responsible** for pets that may escape when our team is entering or exiting your home.

If your pet will be roaming free during the clean, please inform us ahead of time so our cleaners can be cautious when opening doors.

Our cleaners will make every effort to close doors promptly and will **not leave doors open** for extended periods.

Equipment and Supplies

We provide our own cleaning products and tools, including vacuums, mops, and general supplies.

If you would like us to use a specific product, please contact us **before your scheduled service**.

Although we bring our own vacuum, depending on the condition of the home or allergy concerns, Meraki Cleaning Company Ltd may **require the customer to provide a vacuum cleaner**. This helps us maintain hygiene and prevent cross-contamination between homes.

Arrival Time

Your scheduled cleaning includes a **+/- 1-hour arrival window** to accommodate traffic, weather, or other delays.

If there are delays outside this window, we will reach out to you in advance to provide an update.

Scheduling & Pricing Adjustments

The price for recurring services is based on your selected **cleaning frequency**:

- **Weekly:** Once a week
- **Fortnightly:** Every 2 weeks (no more than 3 weeks between visits)
- **Monthly:** Every four weeks (no more than 5 weeks between visits)

Rescheduling your cleaning may result in a different rate depending on the time between cleans.

Examples:

- If a **fortnightly** client skips a clean, resulting in a **4-week gap**, the next cleaning will be charged at the **monthly rate**.
 - If a **fortnightly** client adds a clean between visits, the next two cleanings may be charged at the **weekly rate**.
-

Cleaning Fee Adjustments

Meraki Cleaning Company Ltd may re-evaluate service rates based on:

- The actual time required to meet our standards,
- The actual condition of the home,
- The size and scope of work compared to what was disclosed at booking.

Clients must **honestly disclose the true condition of their home**. If significant differences are found, we reserve the right to:

- Adjust the price before the service begins,
- Cancel the service,
- Charge appropriate fees for added workload.

We regularly review our prices to stay in line with current market rates. Recurring clients may be contacted in the event of significant price changes.

All online estimates are based on the details you provide and assume a standard level of cleanliness. Please note this is only an estimate. If your home requires significantly more time due to build-up, grime, or other factors not reflected in your original information, we will inform you on-site and provide an updated price. The final pricing is determined after our team assesses the property in person on the day of your clean.

Our hourly charge is \$60 per hour per cleaner

2x cleaner is \$120

Payment Policy & cancellations

Payment Terms

Payment is required **in full at the time of booking**.

Accepted payment methods:

- Credit Cards (Visa, Mastercard)
- Bank transfer (Interac)

Cash payments are not accepted unless arranged with our office in advance. We cannot confirm your booking unless a valid payment method is on file.

You agree to pay the quoted amount as outlined in your order confirmation or proposal. If you've placed an order through our website, payment will be processed via our secure third-party payment provider. Your credit or debit card will be charged 24 hours after your cleaning service has been completed. Please note that we do not control the operations of the payment provider, and their own terms and conditions may also apply. We do not store your card details—your payment information is collected and managed securely through our payment partner.

By placing an order, you understand and agree that your card details may be securely stored by the payment processor and used for future or recurring bookings.

If your booking was made based on a formal proposal, we will send you an invoice according to the agreed terms. Payment must be made as per the invoice instructions.

All prices and fees are listed in New Zealand dollars and are exclusive of GST unless otherwise noted.

If payment is not received, we reserve the right to take further action, including:

- Pausing or discontinuing services after five business days of non-payment.
- Charging additional recovery costs such as legal, collection agency, or administrative fees.
- Requiring full pre-payment for future bookings.
- Cancelling our agreement in line with our termination terms.
- Initiating formal recovery proceedings, with any associated costs recoverable from you.

We also reserve the right to deduct or set off any unpaid amounts you owe us from any payments or refunds due to you.

Online Estimate Disclaimer

All online estimates are based on the details you provide and assume a standard level of cleanliness. Please note this is only an estimate. If your home requires significantly more time due to build-up, grime, or other factors not reflected in your original information, we will inform you on-site and provide an updated price. The final pricing is determined after our team assesses the property in person on the day of your clean.

Tax Obligations (GST)

Where applicable, GST will be clearly listed on your invoice. You agree to pay the GST at the same time you pay the overall service amount.

Late Cancellation Policy

A **\$60 cancellation fee** will apply if changes or cancellations are made **less than 24 hours** before your scheduled service.

To avoid this fee, please notify us via:

- Phone call,
- Email, or
- Text message.

Notifying the cleaners in person **does not** qualify as official notice.

Keys & Home Access

Please ensure that your home is accessible at your scheduled time.

Let us know how we can gain entry (e.g. key code, lockbox, garage access, etc.).

While we aim to arrive on time, there may be a **+/- 1-hour** window due to traffic, accidents or scheduling.

If we cannot access your home upon arrival, we will **gladly reschedule** your clean, but **no refund** will be issued for the missed appointment . **A fee of \$60** will become immediately payable if we are unable to carry out the Services due to your failure to meet the required conditions.

NOTICES & CONTACT

All official communication must be in writing and sent to your most recently provided email or physical address. Emails are considered delivered at the time they're sent; postal notices are considered received after 48 hours.

Rescheduling Policy

You may reschedule your service **more than 24 hours in advance** with no penalty. If you reschedule and later decide to cancel, the **\$60 cancellation fee** will apply. You may reschedule again to a later date **free of charge**.

Events Outside Our Control

Meraki Cleaning Company Ltd is not liable for any delays or inability to provide services due to unexpected events such as natural disasters, government restrictions, or power outages. This does not apply to payments already owed.

Lockout & Inaccessibility

If our team is unable to access your home upon arrival (due to a lockout, incorrect code, etc.), the following applies:

- **\$60 lockout fee** for homes within city limits (45kms)
- **\$70 + travel fee** for homes outside city limits (1 hr)

Lockouts can be rescheduled, but fees will still apply if cancellation occurs due to inaccessibility.

Missed Appointments or Last-Minute Changes

If you cancel or skip a scheduled clean without giving at least **2 business days' notice**, and we arrive but are unable to perform the clean, **you will be charged the full service amount**. Our teams are scheduled based on booked homes. Late cancellations prevent us from accommodating other clients.

Changing Services or Instructions

If you need to update your cleaning instructions or change the cleaning frequency, please contact us directly at our office.

Cleaners are instructed to follow the work order we've created based on your booking. Any **last-minute changes or added requests** made to the team **on-site** that were not previously approved through our office **cannot be guaranteed**.

To request additional services, please:

- Add them when booking online, or
- Contact us in advance via phone, text, or email.

Security Alarms

If your home has a security system, please ensure it is **disarmed** prior to your scheduled clean, or provide our office with the access code and instructions beforehand.

If your code changes, please notify our office immediately.

Cancellations by Meraki Cleaning Company Ltd

Meraki Cleaning Company Ltd reserves the right to cancel or suspend a booking under the following circumstances:

- Restricted access to the home,
- No electricity or running water,
- Conflicts with other contractors or service providers,
- Disruption or interference from others on-site.

In such cases, the client may still be liable for **up to 50%** of the agreed service cost.

Accidents & Theft

Clients are responsible for securing valuables such as cash, jewellery, or sentimental items. We recommend putting these away prior to your cleaning to avoid accidents.

While breakages are rare, they can happen. If a Meraki cleaner breaks something, they are instructed to:

- Contact the office immediately,
- Leave a note for you explaining the accident.

If something is damaged by our team, you must report it **within 24 hours**. Clients should be present for a walkthrough **at the end of the clean**, as once the cleaners leave, they are no longer liable for damage unless we can verify its cause.

If a one-of-a-kind item is damaged, clients must demonstrate its value to arrange a fair settlement.

We are not responsible for wall hangings attached with anything other than proper hardware (i.e., no pins, string, or tape). Our cleaners will handle frames with care, but clients are responsible for using safe and secure hanging methods.

If you **suspect or experience theft**, you must report it to our office immediately. Clients must also file a formal police report if theft is confirmed and be prepared to follow through with legal proceedings. Meraki Cleaning Company Ltd is indemnified against any resulting claim.

Holidays

Observed holidays include:

- New Year's Day
- Day After New Years Day
- Waitangi Day
- Good Friday
- Easter Monday
- Anzac Day
- King's Birthday
- Matariki Day
- Labour Day
- Christmas Day
- Boxing Day

If your scheduled clean falls on one of these days, we will contact you **1-2 weeks in advance** to reschedule.

If you wish to reschedule a clean on any other public holiday, please give us **at least 2 business days' notice** to avoid the \$60 cancellation fee.

Clutter

Cleaning results will be much better when our team can work without excess clutter. Heavily cluttered areas (like paperwork-covered desks) may be skipped or

lightly organized. Our cleaners will do their best to tidy as needed to provide a satisfactory clean.

Laundry Service

Clients requesting laundry service understand that:

- Meraki Cleaning Company Ltd is **not responsible** for damage to washers, dryers, or clothing.
 - Fabrics may shrink, fade, or react unpredictably during laundering.
 - Clients must provide **clear instructions** for how laundry should be handled. We are not liable for any laundry-related damages.
-

Pets

We love pets, but we do ask that they be safely secured during your clean.

Please pick up after them before our team arrives.

We do not clean **urine, feces, or litter boxes**.

Health & Safety

Meraki Cleaning Company Ltd reserves the right to decline work that may compromise the health or safety of our staff or falls outside our insurance coverage.

Quality Control

We maintain our service standards through:

- Occasional quality checks,
- Client surveys,
- Follow-up calls or emails.

Supervisors may conduct home visits after the team has finished.

Your feedback is highly valued and helps us improve our services.

Stain Removal

We strive to remove all visible stains during cleaning. However, **deep-set or long-standing stains** (e.g., inside ovens, on walls, grout) may not be removable within standard service times. In such cases, we'll let you know what level of cleaning is realistically achievable.

Before & After Photos

Meraki Cleaning Company Ltd may take **before and after photos** of your home to:

- Document our work,
- Manage quality control,
- Resolve potential disputes.

These images are Meraki Cleaning Company Ltd property and may be used for marketing. We may publicly mention the general nature of services we've provided (e.g., suburb, type of service) however, we **do not disclose** client names, addresses, or anything personally identifying. If you're uncomfortable with photos, please contact us in advance.

Wall Washing & Spot Cleaning

Clients booking **wall cleaning or spot cleaning** acknowledge that:

- Meraki Cleaning Company Ltd is **not liable** for damage caused during the cleaning process.
- Pre-existing wall conditions may contribute to wear or damage.
- If the walls require full washing (not just spots), the service may be reclassified, and we'll contact you about pricing or rescheduling.

We reserve the right to refuse wall-related cleaning services if we believe it's unsafe or unsuitable for our team.

Hoarding Situations

Homes affected by **hoarding** require significantly more time and resources. If your clean was booked as a standard, deep, or move-out service but our team encounters hoarding, your booking will automatically be **converted to our hourly rate (\$60/hour per cleaner)**. This is because the scope of work is unknown until on-site. We will always provide an estimate before proceeding.

Extra Work

If you require additional services such as:

- Post-construction cleaning
- Fridge/freezer cleaning
- Garage or extra room add-ons

Please **call or email our office** in advance so we can allocate time and resources. We may give an initial quote over the phone, but final pricing may change based on the actual job scope.

Items We Cannot Clean / Do

For health and safety reasons, our team is instructed to avoid certain areas and tasks, including:

- Cleaning any items or surfaces with **bodily fluids**, pet accidents, or excretions (including litter boxes).
- Handling **seasonal insect infestations**. If we encounter ants, termites, cockroaches, fleas, etc., we will **not clean or vacuum** those areas.

In such cases, our team will **leave a note or contact you** regarding the issue.

Additionally, our team:

- Will **not clean inside curio cabinets**.
- Cannot climb higher than a **step stool** (3 steps).
- Cannot clean **exterior areas** of your home.
- Will not move **furniture with electronics** or **objects over 9kg**.
- Will not **prepare meals** or provide any **child or pet care services**.
- Will not **empty diaper pails**.

If you have specific items you do **not want cleaned or touched**, please inform our office in advance so we can accommodate your request.

Hiring of Meraki Cleaning Company Ltd Staff

All of our cleaners have signed **non-compete agreements** with Meraki Cleaning Company Ltd. They are **prohibited from soliciting or accepting work** directly from our clients or on behalf of any third party during their time with us, and for **two years after** their employment ends.

By using our services, you agree **not to hire** any past or present Meraki Cleaning Company Ltd staff for a minimum of **2 years** from their last day working with us.

If you wish to hire a cleaner outside of Meraki Cleaning Company Ltd, a **placement fee** of **20% of their annual salary will** be required.

Please contact our office if this situation arises so we can discuss the process.

Tips

Tips are always appreciated, but never expected. The typical range is **10–15%** of the total cleaning cost.

You can leave tips in **cash** or request to have it **added to your card payment**. **100% of the tip goes directly** to your cleaning team.

Behind Appliance Cleaning

Cleaning behind appliances (fridges, ovens, washers, dryers, etc.) is not included in standard or deep cleans and will **only be performed during move-out cleans** — and **only if the appliances have been moved** before our team arrives.

We do not move heavy appliances or furniture due to safety concerns.

If you'd like cleaning behind furniture during a deep clean, **please move items in advance** of your appointment.

Inside Ovens, Refrigerators, Cabinets, etc.

If you've booked **inside cleaning** for ovens, fridges, or cabinets, **these areas must be empty** before we arrive. We do provide full fridge cleaning but you must select this option in our extras so that our cleaners may have the right amount of time to clean.

Move-in/move-out cleans also require the home to be **completely empty** (no furniture or personal belongings) for our team to begin service. If any rubbish or personal belongings are left on the property that require removal, additional charges may apply and will be added to your final invoice.

Personal Information

Calls to and from Meraki Cleaning Company Ltd may be **recorded for quality assurance and training** purposes.

We do **not share your personal or call information** with third parties unless required by law or with your prior consent.

Office Hours

We are open:

- **Monday–Friday: 9:00 AM to 5:00 PM**

We also offer **after-hours support** via our **website chat box** from:

- **9:00 AM to 11:00 PM, 7 days a week**

Please note: Our chat hours may adjust depending on business needs.

You may also contact us and **leave a voicemail** on our main business line if calling outside business hours.

Insurance

Meraki Cleaning Company Ltd is fully insured for your peace of mind.

We are committed to being the most convenient and reliable home cleaning service available.

DISCLAIMER OF WARRANTIES: Meraki Cleaning Company Ltd does not make any warranties, guarantees, or representations about the reliability, timeliness, quality, suitability, availability, accuracy, or completeness of our services or software. We do not warrant that your use of our services or software will be uninterrupted, secure, or error-free, nor that it will meet your expectations or

function in conjunction with any hardware, software, system, or data. We also do not guarantee that stored data will be accurate or reliable, that purchased services or materials will meet your expectations, or that any errors will be corrected. Our services and software are offered strictly "as is." To the fullest extent allowed by law, we disclaim all warranties, express, implied, statutory, or otherwise including, but not limited to, warranties of merchantability, fitness for a particular purpose, and non-infringement. Meraki Cleaning Company Ltd is not responsible for services or goods obtained from third parties through our platform. You agree that all risks associated with using our services, software, or third-party services remain solely your responsibility.

NETWORK DELAYS: By engaging with Meraki Cleaning Company Ltd, you consent to receiving and sending communications via email or other digital platforms. While we take care to protect your data, we're not liable for any delays, unauthorised access, or technical issues during electronic transmission.

LIMITATION OF LIABILITY: Meraki Cleaning Company Ltd's total liability to you will not exceed the amount you paid to us in the six (6) months immediately preceding the event causing the claim. We are not liable for indirect, incidental, consequential, or special damages, including loss of data, profits, or business opportunities. This applies whether or not we were aware of the possibility of such damages. This includes any loss or injury arising from your use or inability to use our service or software, any reliance on advertising, or any interaction with third-party service providers or sponsors. You agree not to hold our owners, officers, employees, or contractors personally liable for any loss. The limitations in this agreement apply to and protect Meraki Cleaning Company Ltd and all associated individuals and entities.

GOVERNING LAW: These Terms and any disputes will be governed by the laws of New Zealand, excluding conflict of law principles.

DISPUTES: If a disagreement arises in connection with these Terms including, anything related to their validity, interpretation, or termination—both you and Meraki Cleaning Company Limited agree to first meet and make a genuine effort to resolve the issue together, with each side represented by someone with the authority to make decisions. If we're unable to come to an agreement at that initial meeting, either of us may refer the matter to mediation. If we can't decide on a mediator, we'll ask the **Law Society of New Zealand** to appoint one for us. The mediator will set the time, place, and process for the session. Both parties agree to participate in the mediation in good faith with the intention of finding a fair solution. We'll also split the mediation costs evenly. This process doesn't stop either of us from seeking urgent legal or equitable help through the courts, if necessary.

SERVICE QUALITY NOTICE: Service outcomes may vary and may not meet your expectations. We aim to resolve concerns regarding service quality but note that services are delivered by independent contractors.

NO ADVICE: Content on this website is not professional advice. For legal, financial, or medical issues, please consult a qualified professional.

ACCEPTANCE OF LIMITATIONS: By using our service or software, you agree that these disclaimers and limitations are reasonable. If not, you should not use our services.

Independent Relationship: This agreement doesn't create a legal partnership, agency, or employment relationship. Meraki Cleaning Company Ltd operates independently and our staff are not to be treated as your employees or agents.

GENERAL TERMS: No employment, partnership, joint venture, or agency relationship is formed through this agreement. If any provision is deemed invalid or unenforceable, the remaining terms remain in effect. Failure to enforce any term does not waive our right to do so later. These Terms represent the full agreement between you and Meraki Cleaning Company Ltd.

PRIVACY COMMITMENT: We comply with the **Privacy Act 2020** and all other relevant New Zealand laws to safeguard your personal information. Your data will never be shared, sold, or disclosed without your permission unless required by law.

INVALID: If any part of this agreement is deemed unlawful or unenforceable, only that part will be revised or removed, the rest remains fully in effect.

USER CONDUCT: You agree to use our services legally and appropriately. You will not use them to send unlawful or harmful material, cause nuisance, harm the service, or interfere with the network. You will not copy or distribute content without permission. You will safeguard your login credentials and use only authorised data connections. We may ask for proof of identity if needed.

TERMINATION: Meraki Cleaning Company Ltd may suspend or terminate services or your account if we believe you have violated these Terms. We are not responsible for any loss resulting from such action and will attempt to notify you in advance when possible. Any clauses that should reasonably continue after termination such as privacy, liability, and dispute resolution, will continue to apply even after our work together ends.

By accessing our website or booking a service, either online or by phone, you agree to these Terms & Conditions.

