

Terms and Conditions

ANT Capitol Website Terms and Conditions

Definitions

- ❖ "Company," "we," "our" refers to **ANT Capitol**.
- ❖ "Client," "you," "your" refers to the individual or entity engaging our cleaning services.
- ❖ "Services" refers to the cleaning services provided by **ANT Capitol**, including Home Cleaning (Regular Cleaning), End of Lease Cleaning, Airbnb Cleaning, Spring Cleaning, Office Cleaning and other additional services such as Carpet Steam Cleaning, Window Cleaning, Wall Cleaning, Balcony Cleaning, Fridge Cleaning, Garage Cleaning and Blind Cleaning.
- ❖ "Bond Back Guarantee" signifies that ANT Capitol will dispatch cleaners at no extra cost to address any unresolved cleaning issues pertaining to the relevant property, as per your booking, our checklist, and our terms and conditions.

Booking and Payment

- ❖ All bookings are subject to availability and confirmation by **ANT Capitol**.
- ❖ A full payment is required upon booking to secure your appointment.
- ❖ Payments can be made via Bank transfer.
- ❖ Prices are as stated on our website or as quoted to you and may be subject to change without notice.

Cancellations and Rescheduling

- ❖ Cancellations or rescheduling must be made at least 24 hours prior to the scheduled appointment.
- ❖ Failure to provide sufficient notice may result in a cancellation fee.

Services

- ❖ **ANT Capitol** will perform cleaning services as agreed upon in the booking.
 - ❖ We strive to provide high-quality services, but we do not guarantee the removal of all stains, dirt, or damage.
 - ❖ Clients are responsible for providing accurate information about the property and any specific cleaning requirements.
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Bond back guarantee

- ❖ Additional charges may apply for situations such as parking arrangements, alterations to key collection, and rescheduling of bookings when deemed necessary.
- ❖ Before the End of Lease cleaning, it's imperative that the property is vacant, with all personal belongings and items removed. Any areas that still contain items will be omitted from the cleaning process.
- ❖ The Bond back Guarantee is not a financial guarantee
- ❖ Proof of the bond not being returned on account of the cleanliness of the respective property following the cleaning must be furnished. This evidence should be presented in a manner deemed reasonably acceptable by **ANT Capitol**.
- ❖ Our cleaning team is committed to addressing any outstanding matters related to the cleaning within 5 working days of the initial service. Any concerns or complaints beyond this timeframe will render our bond back guarantee null and void. ANT Capitol mandates a 48-hour notice period to arrange for the cleaners' return to the property. Unrestricted access to the premises will be necessary for this purpose.
- ❖ Failure to make full payment will result in the forfeiture of our Bond Back Guarantee.

Access and Security

- ❖ Clients are responsible for providing access to the property at the scheduled time.
- ❖ If keys or access codes are provided, clients are responsible for their security.

Health and Safety

- ❖ Clients must provide a safe and hazard-free environment for our cleaners.
- ❖ We reserve the right to refuse service if the environment is deemed unsafe or unsanitary.

Confidentiality

- ❖ **ANT Capitol** respects your privacy and will not disclose any personal or sensitive information.
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Termination

- ❖ Either party may terminate services with written notice.
- ❖ Outstanding payments must be settled upon termination.

Amendments

- ❖ **ANT Capitol** reserves the right to amend these Terms and Conditions at any time. Changes will be effective upon posting on our website.

Entire Agreement

- ❖ These Terms and Conditions constitute the entire agreement between **ANT Capitol** and the client, superseding any prior agreements.
 - ❖ By booking our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.
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End of document.