

Household Cleaning Services

1. These terms and Conditions represent a contract between Brilliant Sky Employment Agency and the Client.
2. The Client Agrees that any use of the Company's cleaning service, including placing an order for services by phone, text message, email, website forms will constitute the Client's acceptance of these Terms and Conditions.
3. Brilliant Sky Employment Agency provides quick and efficient cleaning services. The term "cleaning" does not include the removal of oil, paint, varnishes or other such substances, or the cleaning of carpets (other than vacuuming)
4. The service pricing will be in accordance with the prices laid out in the quotation.
5. Brilliant Sky Employment Agency will only perform the services quoted during the agreed contracted hours, unless otherwise specifically directed. The Client may request to perform additional work in excess to the agreed hours, this is subjected to our Cleaning staff availability.
6. Brilliant Sky Employment Agency has a minimum of 3 hours service for any period of any type of service, and will provide the Client with an estimate before the commencement of work. Any quotes provided by the Company, including any descriptions of work to be performed during the contract are estimates only and do not guarantee work to be performed during the contracted hours. The ability of Brilliant Sky Employment Agency to complete the quoted tasks for each service may vary depending on the state of the property, the additional cleaning required or any other factor beyond the Company's control.
7. The Client will provide their own cleaning equipment for the use of the cleaners employed by Brilliant Sky Employment Agency.
8. The Client shall provide, free of charge, all necessary electricity, hot water and other facilities, which may be required to enable Brilliant Sky Employment Agency to carry out the work.
9. Brilliant Sky Employment Agency reserves the rights to amend the initial quotation should the Client's original requirements change.
10. Payments are accepted through Bank Transfers, Paynow or in the form of cash.

Brilliant Sky Employment Agency

824 Tampines Street 81

#01-18 Singapore 520824

License No.: 11C4326

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11. Brilliant Sky Employment Agency reserves the right to suspend cleaning services for past due accounts.
12. The Client agrees to inspect the work immediately upon the cleaning is done and to draw the cleaners' attention to any outstanding issues while they are still on site.
13. Brilliant Sky Employment Agency will not be responsible for triggering any alarm systems. Clients should give any special instructions for deactivation/activation of any household alarm systems.
14. All cleaning equipment provided by the Client should be safe and in full working order. Brilliant Sky Employment Agency reserves the right to discontinue the service if the material to be cleaned or treated is not suitable for cleaning or treatment. Brilliant Sky Employment Agency also will not continue with the job if for example water or power is unavailable or if there is interference in the work from the Client or any other person.
15. If the Client has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been done. Brilliant Sky Employment Agency will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.
16. If the Client has a concern regarding the quality of the service provided, he or she is obliged to immediately raise that concern and in any event no later than 24 hours of the service being provided. The Company will fully investigate any complaints and attempt to resolve them to the satisfaction of the Customer, or alternatively to a reasonable standard.
17. Brilliant Sky Employment Agency may take up to 48 hours to respond to a complaint.
18. The Client will ensure that all valuables are stored away during the cleaning session. Clients may consent to the cleaner cleaning in the home without supervision, but we recommend that the property is supervised by the Client or his/her representative at all times during the course of the work.
19. All fragile, breakable and/or high value (whether sentimental or monetary) items must be secured or removed before each service is provided by Brilliant Sky Employment Agency, and Brilliant Sky Employment Agency takes no responsibility for any damage caused to such items.

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20. Brilliant Sky Employment Agency will not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, wood etc.) are assumed sealed and ready to clean without causing harm.
21. Key replacement/locksmith fees are paid only if keys are lost by our employees. Maximum amount is SGD 50.
22. Our cleaning crews are happy to move furniture. Due to Health and Safety regulations one cleaner will attempt to move only furniture that requires no more than one person. If the Client requires the cleaning crew to clean behind or under any heavy items (e.g. a fridge, bookshelves or other furniture), they will move those items prior to the commencement of the Service.
23. Any windows above the height of 2m may require special equipment of which will be provided at the Client's sole expense should this be a requirement of the service. In addition, our cleaning crew will only clean the inside of the window.
24. Brilliant Sky Employment Agency reserves the right to reject any request that puts them in an unsafe position, e.g. leaning out to clean the exterior of windows, or air condition unit ledges.
25. Abuse or assault, verbal or physical, on our staff will not be tolerated and legal action or criminal prosecution will be taken against any Client or 3rd party who is in breach of this subsection.
26. We recruit our cleaning crew on the basis of their ability to do the job and aim to ensure that all home cleaners are treated equally regardless of ethnic origin, religion, sex, age, marital status, nationality, sexual orientation or disability.
27. Our cleaning crew will gladly work around pets. If your pet becomes anxious or presents a safety concern, Brilliant Sky Employment Agency reserves the right to remove its employees from your home. If an employee leaves your home prior to completion, Brilliant Sky Employment Agency will charge you a pro-rated expense based on work performed. If removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.
28. Cleaning crew has the choice to leave upon arrival if the home is in extreme condition or feel unsafe / threatened. If you book a cleaning online that is not reasonable, such as a cleaning up after a large party, the cleaners may refuse service on the spot and you will be charged the maximum cancellation fee.

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29. The Company will arrange an immediate replacement should the appointed cleaner can't attend a scheduled visit, and will inform the Client prior to the visit.
30. Unless otherwise expressly agreed in writing the Company shall not be required to carry out the work during Singapore Holidays.
31. The Agreement may be suspended by the Company for the period when by reason of war, riot, fire, strike, trade dispute or (without limitation) any cause beyond the Company's control the Company shall be unable to carry out the work and the Company shall not be liable for any loss of damage arising there from.
32. The Company will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Customer arising from or in any way connected with:
 - Its failure to provide its services as a result of factors that are beyond its control. Factors beyond its control include acts of floods, severe weather condition, and inability to gain access to premises, lack of appropriate resources, such as water, electricity, and lighting;
 - Late arrival of Company's cleaners at the service address. The Company endeavors to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company's cleaners may arrive with a delay or the cleaning visit may be re-scheduled.
 - An existing damage to Customer's property in the form of old stains/burns/spillages etc. which can't be cleaned/removed completely by the cleaners using the industry standard cleaning methods;
 - Non-satisfactory result from the cleaning services due to the Client or third party walking on wet floors or using appliances during or shortly after the cleaning process;
 - The Company will not be liable for any odors arising during and/or after cleaning service when this is due to factors such as, lack of ventilation, and/or appropriate heating.
33. Client must provide Brilliant Sky Employment Agency with at least 24 hours notice prior to the Service Time, if they wish to suspend, postpone or cancel the Service for any reason.
34. In the event that such notice has been given, Brilliant Sky Employment Agency will endeavor to reschedule the Service if required
35. Client agrees to pay 50% of the quote (inclusive of GST) for administrative costs and loss if he/she cancels or changes the date/time less than 48 hours prior to the scheduled appointment.

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36. In the event that the Customer does not provide unencumbered access to the Premises for Brilliant Sky Employment Agency or its Cleaners to provide the Service, the Client agrees to pay a cancellation fee equivalent to 50% of the quote (inclusive of GST) for administrative and travel costs. This includes but is not limited to lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at Client's premises or problem with clients keys. If keys are provided they must open the lock without any special efforts or skills.
37. This Agreement may be terminated by the Customer by providing at least 48 hours notice prior to the Service Time.
38. The Client acknowledges that any information provided by the Customer may be used by Brilliant Sky Employment Agency for the purpose of providing the Service. Brilliant Sky Employment Agency agrees not to share any information provided by the Client with any third party not directly involved in the provision of the Service (unless required to do so by law).
39. The Client agrees to Brilliant Sky Employment Agency communicating with them electronically and/or via other means in order to provide the Service or for reasons related to the provision of the Service.
40. Brilliant Sky Employment Agency will take all reasonable precautions to protect personal information provided by the Client from loss, misuse, unauthorized access or disclosure, alteration or destruction.
41. By entering into a service agreement with Brilliant Sky Employment Agency, the Client agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the Client by the Company.
42. Brilliant Sky Employment Agency reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.
43. Please note that the Client must inform Brilliant Sky Employment Agency at least 48 hours in advance by sending a WhatsApp message to +65 8894 3718 or +65 90698861 for any cancellations or reschedules. This is because the cleaner's schedule has already been reserved for your cleaning session. Unfortunately, for cancellations and reschedules made with less than 48 hours' notice, 50% of the cleaning fee will still apply.

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