

1. Service Definition

Ohana's Professional Carpet Cleaning service is a deep, restorative clean designed to remove embedded dirt, allergens, and stains from carpets and rugs. We primarily use the hot water extraction method, which is the industry standard for achieving a superior clean. This service is intended to refresh and sanitise carpets, going far beyond a standard vacuum clean. All bookings must be made a minimum of **48 hours prior** to a new tenant moving in or an end-of-tenancy inspection.

2. Client Obligations & Property Preparation

To ensure an efficient, and the best possible results, the client is required to prepare the area(s) to be cleaned as follows:

2.1. Clear the Area: The client is responsible for removing all small furniture, plants, breakables, and personal items (e.g., toys, shoes, books) from the rooms to be cleaned.

2.2. Heavy Furniture: Our cleaning operatives are not permitted to move heavy or delicate furniture (e.g., sofas, bookcases, beds, display cabinets, electronic equipment). Our team will clean all accessible carpeted areas around such items. If you require the carpet underneath heavy furniture to be cleaned, it must be moved by the client prior to our arrival.

2.3. Pre-Vacuuming: Please ensure the carpets are thoroughly vacuumed before our team arrives. This removes loose surface debris and allows our deep cleaning process to be more effective.

2.4. Securing Valuables: The client is responsible for securing any valuables. Ohana Cleaning Services is not liable for the loss or misplacement of unsecured items.

2.5. Pets and Children: For their safety, please ensure that all pets and children are kept clear of the areas being cleaned and the equipment during the service, and until the carpets are completely dry.

2.6. Utilities & Access: The client must provide access to the property and ensure that electricity and running hot water are available for the duration of the service.

3. Scope of Service (Our Cleaning Process)

Our professional carpet cleaning service follows a structured process to ensure quality:

3.1. Pre-Inspection: Our technician will inspect the carpets to be cleaned, identify any areas of heavy soiling or significant stains, and note any pre-existing damage.

3.2. Pre-Treatment: A specialised pre-treatment solution is applied to heavy traffic areas and spots to break down dirt and oils.

3.3. Hot Water Extraction: We use professional-grade equipment to inject hot water and a cleaning solution deep into the carpet fibres. This solution is then immediately extracted along with the dislodged dirt, grime and allergens.

3.4. Post-Service Inspection: We will conduct a final walk-through with you (if present) to ensure you are satisfied with the results.

4. Service Limitations , Exclusions & Important Advisories

4.1. Stain Removal Guarantee: Ohana Cleaning Services will use industry-leading techniques and solutions to treat all identified stains. However, we **do not guarantee the complete removal of all stains**. Some substances can permanently dye or damage carpet fibres. This includes, but is not limited to, pet urine stains, ink, wine, coffee, bleach spots, and oil-based stains. We guarantee to achieve the best possible results.

4.2. Pre-Existing Conditions: We are not liable for pre-existing conditions such as sun-fading, pile shading, wear and tear, loose seams, indentations from furniture, or damage caused by improper installation.

4.3. Important Advisory on Drying Times:

4.3.1. Estimated Drying Period: Carpets typically take between 6 to 24 hours to dry completely. This is an estimate and can vary significantly based on carpet type, soiling level, humidity, and air circulation in the property.

4.3.2. Client Responsibility: To facilitate faster drying, the client should ensure good ventilation by opening windows or using fans. Please avoid walking on the carpets until they are fully dry. Exercise extreme caution when stepping from damp carpets onto hard floors, as this can be a slip hazard.

4.3.3. Crucial Scheduling Advice for Tenancy Changes: To ensure carpets are completely dry and the property is ready for occupancy, we strongly advise that the cleaning service is scheduled to take place **at least 48 hours prior to a new tenant moving in or an end-of-tenancy inspection**. This preventative scheduling allows for adequate drying time and avoids issues such as damp odours, re-soiling from foot traffic on wet carpets. Ohana is not responsible for issues arising from services scheduled without this recommended drying window.

5. Booking, Payment, and Cancellation

5.1. Booking & Payment: Bookings must be made at least 48 hours in advance. Full payment is required at the time of booking to secure your appointment.

5.2. Client Cancellation & Rescheduling: We require a minimum of 48 hour's written notice (via email) to cancel or reschedule a weekly clean without charge. Cancellations or reschedules made with less than 48 hours' notice will be charged the full price of the scheduled service.

5.2. Access Issues (Lock-Outs): If our team is unable to gain access to the premises for a scheduled clean, it will be treated as a late cancellation, and the full service fee will be charged.

