

# Services and Information Pack





# Selecting your Cleaning Package

## How we customise your clean

At Fresh Tide Cleaning, no two homes are the same – that’s why our packages are designed as flexible guides, not one-size-fits-all services.

Our goal is to be clear, transparent, and fair, so everyone understands what’s included, what’s optional, and how time is allocated.

## 🧩 Customisable to Suit Your Home

Every booking can be customised.

You can:

- Choose the package that best fits your needs
- Add or remove specific tasks
- Select add-ons for areas that need extra attention

This allows you to:

- Focus on what matters most to you
- Stay within your preferred budget
- Avoid paying for services you don’t need

## Common add-ons include:

- Oven cleaning
- Inside fridge
- Internal windows & tracks
- BBQ cleaning
- Extra bathrooms or rooms



# Essential Clean & Essential + Surfaces Packages

## Inclusions

- General Clean of Bathroom/s - Wipe over all surfaces
- General Clean of Kitchen
- Vacuum & Mop of whole house
- Wipe down skirting boards
- Wipe over Window Sills
- Wipe over powerpoint & light switches
- wipe over door knobs

### Essential



### Essential + Surfaces





# Essentials Complete Package

## Inclusions

### General Home Inclusions

- Vacuum & Mop of whole house
- Wipe down skirting boards
- Beds Made
- Clean all mirrors
- Wipe over Window Sills
- Wipe over powerpoint & light switches
- Wipe over door knobs
- Empty Bins

### Kitchen

- Wipe over surfaces
- Scrub sink and clean taps
- Clean splashback
- Benchmark & Cupboards fronts
- Front of fridge, oven, microwave & dishwasher
- Stove and rangehood (exterior)
- Clean inside microwave
- Wipe small appliances

### Bathroom/s

- Shower, Screen and frame scrubbed
- Sink, taps & benches cleaned
- Toilet & bath cleaned
- Clean all taps
- Sink, Benches
- Front of cupboards
- Mirrors



**Most popular Regular Home Clean Package**



# Deep Refresh

## Inclusions

### **General Areas**

- Vacuum & mop all floors
- Wipe over all surfaces
- Beds made
- Clean all mirrors
- Empty Bins
- Clean Laundry
- Wipe down window sills
- Dust skirting boards
- Wipe ceiling fans

### **Kitchen**

- Wipe over bench tops
- Wipe over front of cupboards
- Front or Fridge, and Oven
- Clean stove & Rangehood
- Scrub sink and clean taps
- Clean splash back
- Clean inside microwave

### **Bathroom**

- Deep clean shower, screen
- Fronts of cupboards
- Clean all taps and fittings
- Deep clean sink and bench
- Clean mirrors
- Clean toilet and bath



# Signature Shine

## Inclusions

### **General Areas**

- Vacuum & mop all floors
- Wipe over all surfaces
- Beds made
- Clean all mirrors
- Empty Bins & clean inside bin
- Deep Clean Laundry
- Wipe down window sills
- Wipe ceiling fans
- Dust skirting boards
- Light switches and powerpoints
- Clean interior windows & Frames
- Window tracks

### **Bathroom**

- Deep clean shower, screen
- Fronts of cupboards
- Clen all taps and fittings
- Deep clean sink and bench
- Clean mirrors
- Clean toilet and bath
- Deep clean bathroom tiles

### **Kitchen**

- Wipe over bench tops
- Wipe over front of cupboards
- Front or Fridge, and Oven
- Clean stove & Rangehood
- Scrub sink and clean taps
- Clean splash back
- Clean inside microwave
- Deep clean - rangehood
- Oven Clean Included!



# Add-On Examples

- Clean inside fridge
- Clean inside pantry
- Oven clean From
- Interior light fittings
- Linen change
- Cob web outside
- Interior windows frames, tracks & sills
- Load washing machine and put on line or in the dryer
- Clean & organise linen cupboard
- Window sills
- Doors Cleaned
- Ceiling fans



# End of Lease Clean

## GENERAL

- Vacuum and mop entire home
- Clean all mirrors
- Wipe down all surfaces
- Dust door frames
- Cob webs remove
- Wipe down all surfaces
- Window tracks
- Deep laundry clean
- Dust door frames
- Spot clean walls and doors

## OPTIONAL EXTRAS

- Exterior windows
- Shutters/blinds
- Clean interior light fittings

## BATHROOM

- Clean shower
- Scrub shower screen
- Clean shower frame
- Clean all taps
- Clean mirrors
- Clean front of cupboards
- Clean toilets
- Clean sink and bench
- Scrub bath
- Tiled walls scrubbed
- Clean bathroom exhaust fan
- Inside bathroom cupboards cleaned

## KITCHEN

- Wipe down benchtops
- Clean sink and clean taps
- Scrub splash back
- Wipe front of cupboards
- Clean stove & range hood
- Wipe front of oven, microwave & dishwasher
- Clean inside of microwave
- Oven clean
- Clean range hood filters
- Clean inside of kitchen cupboards
- Clean skirting boards
- Top of kitchen cupboards cleaned

 **Oven Clean Included** 



# Move In / Move Out

## GENERAL

- Vacuum and mop entire home
- Clean all mirrors
- Wipe down all surfaces
- Dust door frames
- Cob webs remove
- Wipe down all surfaces
- Window tracks
- Deep laundry clean
- Dust door frames
- Spot clean walls and doors

## OPTIONAL EXTRAS

- Exterior windows
- Shutters/blinds
- Clean interior light fittings

## BATHROOM

- Clean shower
- Scrub shower screen
- Clean shower frame
- Clean all taps
- Clean mirrors
- Clean front of cupboards
- Clean toilets
- Clean sink and bench
- Scrub bath
- Tiled walls scrubbed
- Inside bathroom cupboards cleaned

## KITCHEN

- Wipe down benchtops
- Clean sink and clean taps
- Scrub splash back
- Wipe front of cupboards
- Clean stove & range hood
- Wipe front of oven, microwave & dishwasher
- Clean inside of microwave
- Oven clean
- Clean range hood filters
- Clean inside of kitchen cupboards
- Clean Skirting boards
- Top of kitchen cupboards cleaned



# Condition Levels

## Why we ask you to select a condition level

Every home is different. Selecting the correct condition level helps us:

- Allocate the right amount of time
- Assign the right cleaning team
- Deliver consistent, high-quality results

## LIGHT CONDITION

Best for: Regular maintenance cleans and well-kept homes

What this usually looks like:

- Home is generally tidy and well maintained
- Surfaces are lightly dusty
- No visible grease or heavy build-up
- Kitchen and bathrooms cleaned regularly
- Floors lightly soiled only

## MODERATE CONDITION

Homes that haven't been cleaned recently and need extra attention

What this usually looks like:

- Noticeable dust or marks on surfaces
- Light to moderate grease in the kitchen
- Bathrooms needing extra attention
- Floors moderately dirty
- Some soap scum or grime present



# Condition Levels

## **HEAVY CONDITION**

Best for: Deep cleans or extended-time bookings

What this usually looks like:

- Heavy grease, grime, or soap scum
- Build-up in kitchens and bathrooms
- Visible dirt on floors, skirting boards, doors or switches
- Property hasn't been cleaned for some time

Typical services:

- ✓ Deep Refresh or Signature Shine cleans
- ✓ End-of-Lease
- ✓ Initial Airbnb setup cleans

## **EXTREME CONDITION**

Special approval required before booking

What this usually looks like:

- Severe grime or neglect
- Mould, strong odours, or heavy grease
- Excessive clutter, waste, or pet hair

Biohazard risks (bodily fluids, pests, infestations)

 Extreme condition cleans require individual assessment and cannot proceed under standard pricing.

## **Important Booking Note**

If the property condition is significantly different from what was selected at the time of booking, Fresh Tide Cleaning reserves the right to adjust the service level, time allocation, or pricing to ensure the job is completed to our quality standards.



# FAQs

## **Q: How do I pay for my cleaning service?**

A: Payment is quick and secure—simply pay online, you will receive an email with the details after your clean is complete.

## **Q: Are you pet-friendly?**

A: Absolutely! We love pets and are happy to work in homes with furry family members. Please let us know about your pets in advance so we can make their experience as comfortable as possible.

## **Q: Should I secure my pets during cleaning?**

A: For everyone's safety and comfort, we recommend pets are kept in a designated area while we clean. If you have specific instructions, just let us know.

## **Q: What is your cancellation policy?**

A: We understand that plans change. Please provide at least 24 hours' notice if you need to cancel or reschedule your service to avoid a cancellation fee. Cancellations made with less than 24 hours' notice may incur a fee to cover scheduling and staffing costs. We'll always do our best to accommodate changes when possible.

## **Q: Do I need to provide cleaning products or equipment?**

A: No need to worry about supplies—we bring all the necessary products and equipment. If you have a preference for eco-friendly or specific products, just let us know.

## **Q: Can you use my preferred cleaning products?**

A: Of course! If you'd like us to use your own products or have sensitivities to certain chemicals, just mention it when booking and we'll be happy to accommodate.

