cleancorp®

Cleaning Service Terms

About our agreement with you

1. Background details

We are looking forward to working with you

We provide cleaning services that are managed for you, *not by you*, through our various cleaning Services. This document sets out how we deliver our Services to you (**Terms**).

Cleancorp, **we**, or **us** means Clean Corp (NSW) Pty Ltd ABN 90 070 909 616

Client, **you**, or **your** means the clever business buying our Services, as set out in an agreed **Quote**.

Overview of core promises

This is a summary of each of our key promises to each other for a positive working relationship:

Our promises to you

- Deliver the Products and Services set out in the Quote.
- Perform the Services and deliver Products in a timely manner.
- Respect the security and confidentiality of your Sites.
- **Perform** the Services with due care, skill, and diligence.
- Be responsible for the good and proper conduct of all persons controlled by us in the performing of the Services
- Ensure Team Members interact with you in a professional, courteous manner.
- Verify quality assurance standards with regular Site visits.
- Give on-going training to our internal team and other contractors on your specific needs and best practice cleaning procedures.
- Meet our obligations at law to comply with relevant legislation.

Your promises to us

- Give us information about your Service requirements, specifications, and safety documents.
- Pay all undisputed amounts in full by the due date.
- Let us know about any Product or Service issues, accidents or damage as soon as possible.
- Provide a secure area suitable for storing our cleaning equipment.
- Take all reasonable steps to avoid doing anything which may delay us in performing the Services.
- Make available the required consumable products in quantities we advise *(including garbage bags, bin liners)*
- Keep us informed of any changes to relevant representatives for contact about this Agreement.
- Give us training specific to your business and the Sites where we'll perform the Services, including safety and procedural matters.

2. Structure of this Agreement

Our agreement with you

Our agreement with you is set out in:

- our agreed **Quote** (including the **Cleaning Specification** and **Pricing**)
- these **Service Terms**, and
- our relevant **policies** which we advise you of, such as our Privacy Policy.

Together, these make up our agreement with you about how we will work together (**Agreement)**.

If there is conflict between the various parts of this Agreement, the document listed higher in the above list takes priority to the extent of any inconsistency.

Quote

The **Cleaning Specification** & **Pricing** we've agreed & info about how we'll work together

Cleaning Service Terms

Details about how we'll work together & build a positive working relationship & how we'll resolve issues if they come up.

▲ You are here

Policies

Our policies apply to our relationship with you.

Working together

3. Agreement length

Service Period

- Our Agreement with you starts on the Start Date and continues for the Service Period agreed in the Cleaning Specification, unless either of us ends this Agreement earlier in accordance with its terms.

Further Service Period

- After the initial Service Period, our Agreement will automatically renew for a further Service Period.
- We will have regular discussions/meetings with you during the **Service Period** to ensure we are continuing to meet your needs.
- If either of us does not want the Agreement to renew for a further Service Period, then **at least 45 days** before the end of the relevant Service Period:
  - You can give us written notice to info@cleancorp.com, and
  - We can give you written notice to the contact set out in the Cleaning Quotation.

4. Buying from us

What's included with our Services?

We use reasonable care and skill to deliver you the Services and Products in the agreed Cleaning Specification.

- When you buy products or services from us, other specific terms may apply as well as these Terms.

> ***For example**, product or service specific terms such as what is included in a type of cleaning service or category of cleaning, how many products we'll deliver each month, how frequently we clean certain spaces, and how long we rent our equipment to you.*

- Generally, Service specific terms are set out in a written Quote we agree with you.

Onboarding and Site Start Dates

- We create a **mobilisation chart** to onboard you as a client that includes the start dates for each site/s.

5. Teamwork makes the dream work

We have a great team behind us

- From time to time, we may need to change the Team Member allocated to you or deploy a service partner to deliver the Services to you under this Agreement.
- We remain fully responsible for all Team Members and service partners acting under our instructions.

6. Poaching

Mutual recruitment fees for poaching

We both acknowledge the significant investment of time, resources, and energy in recruiting, training, and retaining each of our respective Team Members and Service Partners.

- We both agree that for a period of at least **12 months** after this Agreement ends, that neither you or we will attempt to solicit or engage each other's Team Members or Service Partners.
- Despite this, if either of us do engage the other's Team Members or Service Partners, then they must pay a recruitment fee equivalent to **30%** of relevant wages or invoices for 12 months prior to the engagement.

7. Access requirements

You must give us safe and reasonable access to Sites (*including access keys, swipe cards and alarm codes*) as required for the agreed cleaning schedule in the Quote.

> ***Note**, this is especially important if we'll deliver Services outside normal business hours).*

- You must let us know if there are any restrictions on access to any parts of your site.
- If you fail to let us know details around access requirements, then we are not responsible for impacts on you as a result, such as a further visit to complete a Service.
- If access is not available to our team, with no prior notice *(i.e with less than 1 hours' notice of the shift starting),* we will still be required to charge for this service.

> ***For example**, if we can't access a location because we don't have keys or access codes, then you are not entitled to a discount or if we access and clean an area which is off limits but you failed to give access.*

Services, Products, Equipment

8. Overview to our Services

When are Services delivered?

We deliver Services to you as agreed in the Quote.

- We have calculated and agreed your Annual Fee on the basis that **Services are not delivered on any Public Holidays** in your location unless we expressly agree otherwise with you in writing.

> ***For example,** if you close your office for a set period each year over Christmas, you are not entitled to a refund or a reduction in Fees other than following the process in **clause 13***

- In addition, if you close your Site for certain periods during the year, and so do not need Services, then you must follow the process in **clause 13 (Public Holiday Services).**
- Public Holiday Services.

> *If you need Services or a specific type of Service on a Public Holiday, then you must let us know in writing and we can advise the premium rates that will apply.*

One-Off Services

- One-off services are provided as per the Customer's specific request and agreed upon quote. They are subject to prepayment and may incur additional costs (safety inductions, parking fees, etc.).

Insurance

We have appropriate Public Liability Insurance that covers our Team Members and Service Partners

> *We have an incident management process detailed in our, ISO certified, Integrated Management System*

9. Cleaning Services

The details of the Ongoing Cleaning Services we'll provide, including the frequency and minimum commitments, are set out in the agreed **Quote**.

In addition to our Ongoing Cleaning Services, we provide One-off Cleaning Services to meet your specific needs.

This section applies to customers who book our services on an infrequent or ad-hoc basis and are not *ongoing* clients.

Booking and Cancellation Policy – One-Off Cleaning

- Last Minute Cancellations: If you need to cancel a booked job within 48 hours of the scheduled service, a 25% cancellation fee will apply. This fee covers the costs incurred due to the short notice.

  > ***Why this is important:*** *Last-minute cancellations can disrupt our scheduling and resource allocation. The cancellation fee helps us manage these disruptions and ensure fairness to our team.*

- Rescheduling Fee: If you need to reschedule a confirmed job, a 10% rescheduling fee will be charged. This fee is to cover the additional administrative work required to accommodate the change.

  > ***Why this is important:*** *Rescheduling a job involves extra administrative effort to adjust our plans and ensure we meet your new requirements. The rescheduling fee covers this extra work.*

Additional Costs

- Safety Induction Costs: For one-off bookings, any safety induction costs required for our team, to perform the job will be covered by you, the client.

  > ***Why this is important:*** *Safety inductions are essential for ensuring our team fully briefed on your specific site requirements and safety protocols. Covering these costs ensures compliance and safety.*

- Parking Fees: All parking fees incurred while our team is performing the one-off cleaning service at your site will also be covered by you.

  > ***Why this is important:*** *Parking fees can vary depending on the location and duration of the job. By covering these fees, we can focus on delivering quality service without any logistical constraints.*

10. Washroom Services

- Washroom Services include:
  - **Fixed fee** component (*for hiring the physical unit such as soap dispensers, hygiene bins, air fresheners),*
  - **Service fee** (*for maintaining the unit*), and
  - **Cost for consumable Products**, depending consumable use (*such as soap and towels*).
- The fixed fee component has a minimum time commitment set out in the agreed Quote.

  > ⚠ ***Note:*** *You **cannot** pause Washroom Services because we cannot readily uninstall and re-install the relevant unit for short periods.*

- If this Agreement ends for any reason, you must give reasonable access to retrieve all physical units.
  - We charge a unit replacement fee if a unit is damaged or we can't promptly retrieve it.
  - You will continue to incur costs for the physical units until we are able to retrieve them.

11. Waste Services

About Waste Services

If engaged by you to do so, we pick up your external rubbish bins or recycling co-mingle bins.

- Fees for delivering and collecting bins to and from your Sites are set out in the agreed Quote.
- You must ensure that all ground surfaces our Team Members will use to deliver the Waste Services are suitable for our vehicles.
- It is your responsibility to maintain the sanitary condition and safe storage location of all waste containers at your premises.

  > *Only rubbish appropriate for each bin type is allowed.* ***For example****, only recyclable materials in recycling bin, hazardous waste in the hazardous bin.*

Waste weight limits

- To ensure safety for our Team Members and Service Partners, as well as to comply with relevant waste disposal guidelines and rules, waste deposited in general waste must not be more than 90 kg/m^3 per month.
- If your waste is heavier than this, then we charge you the then current excess weight fees on your next invoice.

  > *These fees update regularly because of EPA charges, dump charges, and government charges. Please ask us for current rates and we'll send you the details.*

No dangerous waste

You must ensure that waste **does not** include any:

- ✗ combustible, corrosive, toxic, or
- ✗ reactive, radioactive, volatile, or
- ✗ highly flammable, explosive, or
- ✗ any other dangerous or hazardous waste is placed in the waste containers.

- If your waste includes items, then we charge you the then current dangerous waste fees on your next invoice.

Other charges

- **Futile charge:** If bins are booked for collection but ***not*** put out for collection, or they are locked inside an area and you haven't provided us with a key or you have changed the access, then we may charge a fee to cover our costs for the attempted pick up.

12. Consumable Products

This section applies to our Agreement with you if we've agreed with you in a Quote to provide Products such as toilet paper, hand towels, soap, bin bags, eco products etc, as part of our Services

Necessary consumable Products

- We keep track of garbage bags, bin liners, and similar Products needed for each Site.
- If you do not supply these, then we can provide these Products and add them to your monthly Service Fees.

Product delivery charges

If you order consumable Products less than the minimum spend, then we charge you a delivery fee. The below Freight Fees apply to each order for each region.

Freight:	Charges:
Metro Area	There is a $100 minimum spend threshold. We charge $30 for delivery fees.
Regional Areas	There is a $300 minimum spend threshold. We charge $50 for delivery fees.
Remote Areas	There is a $500 minimum spend threshold. We charge $70 for delivery fees.

- We may charge a restocking fee and freight costs for change of mind returns.

Problems with Products

- If you notice any of the Products we've supplied are faulty, please let us know promptly so we can repair or replace them as appropriate.

Price and Payment

13. Paying for Services

General payment terms

You must pay for Services in the amount and frequency set out in your agreed Quote.

- We send you an invoice each month, usually in the first week of each calendar month.
- Invoices are payable by the date set out on the invoice.

Ongoing Services

- For recurring Fees for ongoing Services, we agree an Annual Fee with you and then allow you to pay for this in 12 x monthly installments.
  - ***When?*** We charge you the Annual Fee monthly instalment in **advance each month**.

Once off Services and Products

- For one-off cleaning services or consumable Products, prepayment is required before services commence.
- For such consumable Products or extra event Services, we charge you based on the Pricing set out in the Quote (as updated from time to time in line with this Agreement).
- If you need to **reschedule** a one-off service within 48 hours of the scheduled date, a **10% rescheduling fee** will apply.
- If you need to **cancel** a one-off service within 48 hours of the scheduled date, a **25% cancellation fee** will apply.

> *We generally won't start delivering Services to you until you pay (and may stop working if you haven't paid).*

Issues with invoices

- If you have any questions about an invoice or if you dispute a fee, please let us know promptly.
- You must still pay all undisputed portions of an Invoice

14. Late payment

If you do not pay undisputed amounts by their due date, then we will first send you a **reminder notice**.

- If you still have not paid after 7 days of receiving this reminder notice, then we may:
  - Charge interest on unpaid amounts at 15% above the then current Cash Rate Target, calculated daily from the first day overdue until full payment, and
  - Suspend delivering Services, and
  - Engage a debt collection agency or take other action.
- If you do not pay undisputed amounts on time and we believe it is reasonably necessary to engage a recovery agent or legal assistance, then you must pay us for any recovery costs we incur.

> *For payment enquiries and remittance advice, contact our friendly accounts team at accounts@cleancorp.com.*

15. Changes to operational costs

We work closely with our Clients to deliver high quality Services at agreed Pricing, however there are some costs which result from the Services that we pay for you on your behalf and which are outside our control.

- Pricing that is subject to change from external factors are listed in the Pricing

> *These costs include pass through costs such as government fees or levies for general waste, hazardous waste and recycling and recovery facilities and disposal fees for rubbish facility locations.*

- If these unavoidable operational costs change during the Service Period, then we will pass on the increased costs to you.
- We'll aim to give you at least **30 days' notice** before applying such increases, or if the change is outside our control, we'll give you as much notice as we reasonably can in the circumstances.
- If you wish to discuss the scope of Services going forward after such operational cost increases, please contact us to discuss your needs.

16. Yearly Pricing review

Pricing may increase with CPI

We conduct an annual Pricing review and increase Pricing for our Services and Products in line with CPI in **August** each year.

> ***CPI** measures household inflation and is released by the Australia Bureau of Statistics.*

- We use the CPI for full year to March quarter and any increase is rounded to nearest dollar and will apply from the August payment cycle.
- We will give you at least **45 days** notice before any changes take effect.

17. Other Fees and expenses

- We pass on processing fees for credit card and cheque payments.
- The payment method you choose might have extra conditions from the relevant payment processor (*or by your bank, e.g. currency conversions*).

- We may also pass on some other expenses to you, which we will invoice you for. We'll let you know what the expenses will be before we incur them.

> ***For example**, reasonable travel expenses if you ask us to attend an extra Site in a regional location.*

18. Equipment

Buying equipment for Services

From time to time, depending on your needs and the specific circumstances of your Sites, we may assess that specialised equipment is needed to deliver the Services in the agreed Quote. If we do, we'll get your consent.

> *For example, a floor scrubbing machine or specialised machinery or equipment specific to your flooring and cleaning needs.*

You are responsible for the costs of equipment

- If:
  - we buy specialist equipment specifically for your Service needs, and
  - you end the Agreement early before the end of the agreed minimum Service Period,

  then in addition to other obligations in relation to ending a Service Period early, you must pay us for the equipment.

> *You must pay for the equipment, plus applicable early termination charges (less any payments already made towards the equipment as part of the Service charges).*

Managing changes and issues

19. Let us know if you have an issue

We'll work together to resolve disputes

If a dispute crops up under these Terms, we both agree to act reasonably to resolve it.

- If you are a consumer, you have specific rights when you buy our Services (see accc.gov.au), and these Terms do not replace legal rights you have under law

Customer Helpdesk

- If you have an issue with our Services, you'll need to work with us so we can help resolve that issue.
- You will need to let us know that you are unhappy within 24 hours of the service, so we can take steps to correct it for you swiftly.
- We have a dedicated Helpdesk to help ensure your satisfaction with our Services.
- Contact us using the details set out in the Quote under Customer Helpdesk (1300 211 944) and include relevant information so we can help resolve your issue.

Escalation

- We've set out a process for managing and resolving issues in our agreed Quote.
- If we can't resolve your issue after this, we will be in touch to set out some proposed next steps.

20. Changes to agreed scope

- If there are changes to what we originally agreed in the Quote and Cleaning Specification with you in relation to the nature, amount, or complexity of Services or amount of Products that you need, then we will create an updated Quote and Cleaning Specification.
- We'll first notify you of the proposed changes and, once you agree to the updated Quote, then we will update the billing and invoice from the date a change occurred.

21. Force majeure

Things outside reasonable control

- Neither you nor we are liable to the other for a delay or failure to perform obligations in this Agreement caused by circumstances outside of reasonable control, other than the payment of money.

22. Delays

How to manage delays

If a delay happens, we both agree to work together to find alternative times that suit us both for completing the Services.

- **Where delays are caused primarily by you,** our availability for completing delayed Services may be limited because we have bookings for our other clients well in advance.

> *We'll work with you to accommodate your request if possible, however because our calendar books up well in advance, our availability for completing delayed Services may be limited.*

- If we become aware of anything likely to result in a material delay in or failure to perform any Services or deliver Products, we will let you know promptly and include details of:
  - The nature and cause of the delay or problem;
  - The steps being taken to minimise the impact of the delay or problem; and
  - Whether or not the problem is caused by something outside our reasonable control.
- After sending that notice, we will:
  - Keep you informed of how we plan to work around the problem;
  - Give you regular updates, at least weekly, on progress; and
  - Comply with reasonable requests from you to prevent or minimise impacts of the delay or failure to deliver Services.

Information and Confidentiality

23. Protecting personal information

We handle information you give us in line with our Privacy Policy, available at our Website.

- When you buy our Services, you consent to our collection and use of your information in line with these Terms and our Privacy Policy.
- You agree that we may contact you for marketing purposes and feedback to improve the way we work. You can opt out of marketing communications from us.

24. Protecting Confidential Information

We both agree Confidential Information is commercially sensitive and valuable, so that unauthorised disclosure or

use of the other's Confidential Information could cause significant damage.

- Confidential Information can only be used for the purposes set out in these Terms *(i.e. the purpose of buying, supplying, or marketing our Services).*
- Neither of us can use or disclose the other's Confidential Information for a purpose not allowed under the Terms without express written consent from the other.

Intellectual Property

Our Agreement is not intended to create or transfer Intellectual Property.

25. Content you give to us

If you give feedback in a **public** forum, you give us permission to use that content and related personal information publicly.

> ***For example**, we may take a screenshot of a positive Google review or Instagram story and use that material to promote Cleancorp.*

- If you send private feedback, you give us permission to use that content anonymously on our Websites. We won't attach **private** feedback to you by name without getting your permission first.
- If you give permission and later change your mind, let us know and we'll make reasonable efforts to remove it.

Results and expectations

26. We use reasonable care + skill

We use **reasonable care** and **skill** to deliver Services to you, however you agree that:

- We cannot and do not promise our Services or Products will be continuously available or fault free.
- Services and related Products are provided in good faith, based on information you provide us, and you are responsible for your use of our Services.

> ***For example**, if your team lock off access to certain parts of your Site so that we are unable to complete a full Service or if your team members accidentally put important documents into waste paper bins so we throw out those papers, then we're not responsible for that outcome.*

- You understand that changes in your staffing levels, hybrid work arrangements, activities undertaken at your Site, and other factors might mean that you will need to increase the level of Service in order to maintain a specific level of cleaning, despite our best efforts.

27. Paying for losses and limiting liability

The same insurance and liability terms outlined in this Agreement for ongoing services also apply to one-off services. Cleancorp holds Public Liability Insurance that covers all services provided, including one-off and ad-hoc services. We both indemnify each other against any direct loss or damage suffered or incurred by the other arising in connection with:

- damage to or loss or destruction of real or personal property caused or contributed to by negligence or wilful misconduct,
- negligent, fraudulent or unlawful acts or omissions,
- third party claims relating to death or personal injury caused or contributed to by negligence or wilful misconduct.

Paying us if you cause us loss

To the extent allowed by law, you must pay us for costs we incur caused or contributed to by:

- Loss of our Products or our equipment when left at your Site, and

  > ***For example**, if we store our cleaning products at your Site and they are accessed and used other than when we are performing the Services, then you'll need to reimburse us.*

- inaccurate or misleading info you give us.

  > ***For example**, if you give us a Site address and you get details incorrect or if the access passes you give us don't work after a certain time in the evening, then we're not required to double check your information and we're not responsible for the outcomes, such as the inability to perform Services on a particular day.*

Indirect losses

- Except for a party's liability for loss covered by an indemnity under this Agreement, a party is not liable for indirect or consequential loss suffered by the other party in connection with this Agreement.

Proportionate Liability

- Without excluding any applicable proportionate liability legislation, a party's liability under this Agreement is reduced in proportion to the extent that the other party's actions or omissions contributed to the liability.

Limiting our liability to you

> *Nothing in these Terms restricts consumer laws that may apply to your purchase of our Services.*

- Unless we cause loss with our negligence or wilful misconduct, we are not responsible for any loss caused by your use of our Services (or any inability to use a Service) or Products.
- Where we cannot exclude our liability, our total liability to you is limited to us either re-supplying the relevant Service or Products to you or, if applicable, paying to you the reasonable cost of re-supplying the relevant Services or Products to you.

Ending the Agreement

28. Minimum commitments

What happens if you end the Agreement early?

- If you end our Agreement during the minimum Service Period in the agreed Quote *(or if we end our Agreement with you because of your actions)*, then we may charge a reasonable cancellation fee, which is:
  - **30% of all remaining Annual Fees.**
- This Fee is a genuine pre-estimate of our loss if you end the Agreement early and will reflect our administrative costs as well as costs we incurred from onboarding your business, operationalising our Services for you, blocking out our calendar for you, turning away other clients, and the Services we've already provided.

  > *Because we spread some of our upfront costs that are built into the Annual Fee across the Service Period, the*

exact amount of the cancellation fee will depend on Services and Products we agreed to supply you in the Quote, work already completed, and the reason for ending the Agreement.

One-Off Services

- Services will terminate upon completion of the scheduled job. Any cancellations within 48 hours of the scheduled date will incur a 25% fee.

29. Special Conditions

- Any specific changes to the standard terms of either ongoing or one-off services will be outlined in a "Special Conditions" addendum. This addendum will form part of this Agreement and must be agreed upon by both parties in writing.
- **For One-Off Services**:
  If the client requests any customisations or changes to the one-off services (e.g., scope of work, specific timelines, or payment terms), these will be detailed in the "Special Conditions" addendum.

30. Ending this Agreement

Mutual right to end for convenience

Either Client or Cleancorp can end this Agreement on **45 days written notice** to the other.

- *Early cancellation charges and other Fees may apply if you end the Agreement during an agreed Service Period.*

*See **clause 29 (Minimum commitments) for details***

Mutual right to end for insolvency

- If a party becomes insolvent (or similar actions such as a receiver or administrator appointed, then other party may end this Agreement by giving 45 days' written notice, as long as the condition has not been fixed within that period.

Mutual rights to terminate for cause

To the extent allowed by law, either you or we may end this Agreement immediately on written notice if the other party breaches a material term of this Agreement and:

- the breach cannot be fixed, or
- they have not fixed the breach within 14 days of receiving a written notice of the breach.

31. Actions after termination

If we end or suspend part of the Services or this Agreement because of your behaviour or breach:

- You must pay for Services received up until the Agreement ends.
- You must allow us reasonable access to collect all our equipment and Products (*or we will issue an invoice for replacement costs for any equipment and Products we are unable to promptly collect within 7 days from the end of the Agreement)*

General details

32. General agreement details

Changing these Terms

During a committed Service Period, any changes to [other than Operational costs] our Agreement with you must be agreed in writing by both of us.

- We may update our Service Terms from time to time. So please refresh over them for each new Service Period with us.

Transferring this Agreement

- In order to deliver you and our other customers a consistent quality service, we may decide to assign, subcontract, or transfer some or all our rights or obligations under this Agreement to another reputable service provider.

  If we use a service partner, we are responsible for the actions of our service partner where they are carrying out our instructions.
- You cannot assign, subcontract, or transfer your rights or obligations under this Agreement without our consent, which we won't unreasonably withhold.

Survival

Some rights and obligations under our agreement with you remain in force after these Terms expire or end. These include the rights and obligations under the following sections: 7 (Poaching), 14 (Paying for Services) Late payment), 18 (Other Fees and Expenses), 25 (Protecting Confidential Information), 28 (Paying for losses and limiting liability), 29 (Minimum commitments), 31 (Actions after termination) and all obligations which by their nature continue after the Agreement ends.

Other general details

- **Invalid parts severed**: If a court of law decides one or more parts of our Agreement with you is invalid, only those parts are severed from the Agreement and other parts remain in full force and effect.
- **No waiver**: Delay or failure to exercise rights or a part exercise of rights is not a waiver of those rights.
- **Force Majeure**: Neither party is liable for performance delays or for non-performance due to causes beyond its reasonable control, except for payment obligations.
- **Full agreement**: This agreement is the full agreement between us for Services we supply you.
- **Governing law**: This Agreement is governed by the laws in force in **New South Wales**, and the parties agree to submit to that jurisdiction.

33. Dictionary

Words that start with capital letters have the following meanings

The word:	Means:
Agreement	Together the agreed Quote, these Cleaning Service Terms, and our relevant policies.
Annual Fee	The Pricing we agree with you for all the various cleaning Services listed in a Quote (as well as onboarding Services) for the minimum Service Period, which we may allow you to pay via monthly installments.
Cleancorp	Cleancorp (NSW) Pty Ltd and its subsidiaries and representatives.
Cleaning Specification	The detailed list of cleaning Services, including scope, intensity, locations, rooms, Sites, and frequencies which we have discussed and agreed that we'll deliver to you over the Service Period.
Client	the person or business buying Products and Services from us, as set out in a Quote.
Confidential Information	includes all material, IP, non-public, business-related information disclosed or made available to the receiving party through any means, relating to a party's business but excludes information that,

The word:	Means:
	without breaching this agreement, is already public or known to the receiving party.
Intellectual Property (IP)	any and all of the following in any jurisdiction throughout the world: trademarks and service marks, including all applications and registrations, and goodwill connected with the use of them, patents, copyrights, Website, and internet domain names, including all related applications and registrations, trade secrets and confidential know-how, other intellectual property and related proprietary rights, interests, and protections. Our Content forms part of our Intellectual Property.
Pricing	Various rates and charges for Products and Services we agree with you for the Service Period, in the agreed Quote or made available to you in a rate sheet, along with amendments from time to time.
Products	consumable items such as soaps, towels or other products provided by Cleancorp for use at the customer Site.
Public Holidays	a day or part-day declared as a public holiday in a State or Territory where we'll deliver you Services.
Quote	the document we agree with you that outlines the **Cleaning Specification** and **Pricing**, including the type of Services, the length of the minimum commitment Service Period, as well as the Fees.
Service Partner	our various service partners that we may engage to deliver Services to you on our behalf.
Service Period	the minimum commitment of time during which we provide Services for the agreed Pricing, as set out in an agreed Quote.
Services	the various types of regular or once off Cleaning, washroom, waste removal, onboarding, administrative, and related products and services we supply to you, including but not limited to the Services outlined in the Quote.
Start Date	The date listed as the date we start delivering our Services to you as set out in our agreed Quote.
Team Members	members of our team who provide the cleaning services or supervise and manage those who do.
Website	includes our website *www.*cleancorp.*com*, and our presence on third-party applications like LinkedIn, Facebook, and @cleancorpau on Instagram.

If you have any questions or notices about these Terms or our other policies, please contact us, we are happy to help!

Last updated: July 2024