



Terms of Service for Bright Home Services

Effective Date: 1 January 2025

Welcome to Bright Home Services! By using our services, you agree to the following terms and conditions. Please read them carefully.

1. Service Overview

Bright Home Services provides a platform connecting clients and cleaners. Clients can use this platform to find cleaners for both ad hoc and recurring services, while cleaners use it to receive bookings. Our cleaners work for a set number of hours based on your booking and will complete tasks as prioritized by the client within the allocated time. Please note that if required, extra time may be added to the booking. However, clients are not permitted to shorten the booking duration in order to request reimbursement for unused hours.

2. Bookings

2.1 Scheduling

- All bookings must be made online through our booking page: <https://bit.ly/BrightHomeServices>.
- Clients can book services starting from a minimum of 4 hours and extending up to 8 hours per session, with flexibility to tailor bookings to their specific needs.
- Additional hours can be requested during the service, subject to cleaner availability.



2.2 Recurring Bookings

- Clients may opt for weekly, bi-weekly, or monthly recurring services. If you require a specialized cleaning plan tailored to your unique needs, please contact us directly to discuss your options.
 - A 10% discount is offered on most recurring bookings.
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3. Payment Policy

- Payment of your invoice is required immediately after booking or at least 48 hours before your booking date, in order to confirm and secure your booking.
 - Refunds for cancellations will follow the cancellation policy outlined below.
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4. Cancellation and Rescheduling

- Cancellations or rescheduling must be made at least 48 hours before the scheduled service to qualify for a full refund or free rescheduling.
 - Cancellations within 48 hours of the service will incur a 50% cancellation fee.
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5. Client Responsibilities

- Clients must provide cleaning tools and products. Our cleaners do not bring their own supplies. Please ensure that sufficient and correct cleaning products are available to meet your cleaning needs.
- Clients must clearly explain their cleaning needs and priorities to ensure their expectations are met. In cases where the allocated time is insufficient, clients may outline priorities for the cleaner to follow. Additional time can be requested via WhatsApp or phone.



- Clients are responsible for ensuring a safe and accessible environment for cleaners to perform their duties.
 - Clients need to ensure that they check the work of their cleaner before the cleaner leaves. Any concerns or complaints regarding the quality of the cleaning must be addressed immediately to allow for on-the-spot resolution.
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6. Cleaner Responsibilities

- All cleaners are independent contractors who follow Bright Home Services protocols.
 - Cleaners are required to arrive on time, adhere to the client's priorities, and report any issues promptly.
 - Substituting another person in place of the assigned cleaner is strictly prohibited and will result in immediate termination of their contract. Clients will receive the image of their assigned cleaner via WhatsApp, and it is their responsibility to ensure that the correct cleaner is present at their home.
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7. Quality Assurance and Ratings

- Clients are encouraged to rate their cleaner after each service.
 - Complaints about service quality must be submitted within 24 hours for resolution.
 - In the rare event of a no-show by the cleaner, clients must notify us within 24 hours. Clients can choose between a full refund or re-arranging the booking.
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8. Liability and Damages

- Bright Home Services is not responsible for damage to property caused by incorrect or unsafe use of cleaning products provided by the client.
- Cleaners are responsible for any damages they cause during the service. Clients must report such incidents within 24 hours for assessment and resolution.



9. Privacy Policy

- Client information collected during the booking process is used solely for providing and improving our services.
- We do not share client information with third parties without consent, except where required by law.

10. Termination of Service

- Bright Home Services reserves the right to terminate services for clients or cleaners who violate these terms.
- Clients who repeatedly cancel last-minute or fail to provide a safe working environment may be denied future services.

11. UIF Regulations

- In compliance with South African labor laws, clients should be aware that cleaners working more than 24 hours a month for the same client may qualify for UIF (Unemployment Insurance Fund) contributions. Bright Home Services is not responsible for UIF compliance between clients and cleaners.
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12. Terms of Service for Monthly Recurring Invoices

These Terms of Service ("TOS") apply specifically to clients who subscribe to Bright Home Services' recurring bookings and receive upfront monthly invoices. By making a payment for these services, you agree to the following terms:

Payments Are Non-Carryoverable

Payments made for monthly invoices are specific to the month in which they are paid and cannot be carried over to subsequent months under any circumstances.

Non-Refundable Payments

All payments made under the monthly invoicing arrangement are final and non-refundable. Once payment has been processed, no changes, reductions, or reimbursements will be issued, regardless of booking adjustments or cancellations.

Payment Finality

Payments reflect the services scheduled at the time of invoicing and cannot be adjusted or reduced based on changes to your bookings during the month. Clients are responsible for ensuring their bookings are accurate before payment is made.

Rescheduling Policy

While bookings may be rescheduled within the same month, cancellations will not result in credit or carryover of funds to the following month. Any rescheduling must be done in accordance with Bright Home Services' availability and policies.

Client Responsibility

Clients are responsible for providing at least 48 hours' notice for rescheduling. Failure to do so may result in the booking being forfeited without refund or rescheduling options.

Service Guarantee



Bright Home Services is committed to delivering high-quality service. If unforeseen circumstances arise on our end, alternative arrangements will be offered within the same month to ensure service completion.

By agreeing to these terms, clients acknowledge that these policies are designed to ensure efficient service scheduling and fair business practices. For any questions regarding these terms, please contact Bright Home Services directly.

13. Contact Us

If you have questions or concerns regarding these terms, please contact us:

- **Email:** info@bright-home.co.za
- **Call or WhatsApp:** 062 822 4348

By booking a service with Bright Home Services, you agree to abide by these terms and conditions.