Terms of Service for Bright Home Services

1. Acceptance of Terms
By making a booking, using our services, or proceeding with a booking through an approved booking method, you agree to these Terms of Service. If you do not agree, please do not proceed with the booking.

2. Service Overview
Bright Home Services offers a range of cleaning and home-help services. These Terms of Service explain the conditions that apply when you book or use our services. Bright Home Services reserves the right to modify, suspend, or discontinue services or pricing from time to time. Bright Home Services may adjust pricing for recurring services by providing written notice via email at least 30 days prior to the change taking effect. Changes will not affect a booking that has already been confirmed, except where required by law or safety considerations.

3. Bookings & Online Booking System
Bookings must be made through the Bright Home Services website or booking page. Clients must provide accurate booking information and complete the applicable payment requirements. A booking is subject to confirmation and these Terms of Service. Some services may require photographs, further details, a custom quote, or a site assessment before confirmation.

4. Payment Requirements
Payment schedules and invoicing procedures for recurring services, or deposits for project-based services, are confirmed at the time of booking. Work may be delayed, suspended, or not confirmed if required payments are not received.

5. Service Duration, Scope & Priorities
Services are completed according to the agreed scope in the quote or booking confirmation. For time-based services, clients should identify their priorities at the start of the service, and the Home Helper will work through those within the time booked. Results depend on booked time, property size, and condition. Tasks that are unsafe or not achievable within the booked time may be declined.

6. General Domestic Cleaning – Products, Tools & Furniture
For general domestic cleaning, the client must provide suitable, working cleaning tools and products. Home Helpers do not move heavy or bulky furniture or appliances. Clients may

move suitable items before the service if they want those areas cleaned, provided doing so is safe. For any reported issues within 24 hours of a general cleaning, Bright Home Services will resolve concerns by sending the cleaner back or by adding extra time to the client's next booking; no refunds are offered.

7. Project-Based Services (Deep Cleaning, Move-In/Move-Out, Mould)
These are project-based services where Bright Home Services provides the necessary cleaning products and equipment. The scope and price depend on the property's size and condition. Conditions materially different from those described when quoting may require an additional charge. For deep cleaning, the client must be present at completion for a walkthrough with the supervisor. Any issues reported within 24 hours will be addressed and rectified within a 24-hour period. Refunds are generally not provided, as the priority is fixing issues, with partial refunds only considered as a last resort if a fix is impossible.

8. Airbnb / Short-Term Rental Cleaning
Clients must provide accurate check-in/check-out times, access instructions, and any agreed checklists. Linen or laundry tasks are included only if expressly agreed in the booking.

9. Mould Cleaning
Mould cleaning options address the visible mould described in the confirmed booking. This service is not structural remediation, leak repair, or treatment of the underlying cause. Bright Home Services may decline work that is unsafe or beyond the agreed scope.

10. Helping Hand / Home Organisation
These services cover only the tasks and scope agreed before the booking and do not automatically include professional cleaning, heavy lifting, or specialist trades unless expressly agreed.

11. Client Responsibilities
Clients must provide accurate information about the property, access, pets, and relevant risks. Premises must be accessible with water, electricity, and facilities available. Clients should secure valuables and fragile items before the service. Clients are strictly required to secure all cash, jewelry, expensive electronics, and fragile items prior to the cleaner's arrival. Bright Home Services accepts no liability for unsecured items.

12. Safety, Hazardous & Unsanitary Conditions
Bright Home Services may refuse or stop work where conditions are unsafe, hazardous, unsanitary, or inaccessible. Clients must disclose known hazards before the booking.

13. Cleaner / Team Allocation
Bright Home Services assigns helpers or teams based on availability and operational requirements. Reasonable substitutions may be made. Clients may not transfer a booking to an unapproved third party. Clients must communicate all scheduling adjustments, complaints, or service changes directly through official Bright Home Services communication channels and not through cleaners or home helpers directly.

14. Cancellation & Rescheduling
Cancellation and rescheduling requests must be sent through an approved communication channel. Requests are subject to the notice period stated at booking. Cancellations made at least 48 hours before the booking are fully refundable. Cancellations within the 48-hour window are subject to a 100% cancellation fee. Deposits described as non-refundable remain non-refundable. Late cancellations or missed appointments may result in a fee or loss of payment. Once a booking is rescheduled, it becomes non-refundable.

15. Recurring Services
Recurring bookings and any applicable discounts apply only where confirmed by Bright Home Services. For monthly recurring plans paid upfront, payment covers the services scheduled for that specific month. Unused visits do not automatically carry over.

16. Quality & Complaints
Bright Home Services aims to ensure work meets the agreed standards. For time-based services, clients must inspect the work before the team leaves and raise concerns immediately. For project-based services, the walkthrough ensures satisfaction. Service concerns should be reported preferably within 24 hours. Bright Home Services will review complaints fairly; a complaint does not automatically entitle a client to a refund or free repeat service.

17. Liability & Damages
Clients must report alleged damage or loss preferably within 24 hours. Bright Home Services is not responsible for pre-existing damage, normal wear and tear, or damage caused by client-provided products or faulty equipment.

18. Monthly Invoices & Non-Payment
Where invoicing is approved, invoices must be paid by the due date. Overdue amounts may result in suspension of future services and lawful debt-recovery steps.

19. Booking Information & Communication
Clients are responsible for providing current contact details and checking booking confirmations and service-related messages.

20. Photography & Service Records
Photographs may be taken if necessary to prepare a quote, document property condition, guide the team, or assess a reported concern. Photos will be handled for service-related purposes, and identifiable client or property photographs will not be used for public marketing without permission.

21. Changes to These Terms
Bright Home Services may update these Terms of Service from time to time. The version made available to the client before booking applies to that booking.

22. Contact Us
For booking questions or service concerns, contact Bright Home Services:

Email: info@bright-home.co.za

Call / WhatsApp: 062 822 4348