

Swish Home Services Let Swish be Your Wish!

Terms & Conditions of Registration

with

Swish Home Services

Agency means Swish Home Services ABN 75 582 684 354 .

Client means a person or people for whom the Agency has allocated a Cleaner, Gardener, Shopper, Nanny & or Babysitter within the last twelve (12) months and

Commissions means the agreed Fee payable to the Agent on a weekly basis (Friday) for all services provided.

For the **Agency** to accept my registration as a Cleaner, Shopper, Nanny & or Babysitter, Cook, Party Planner or Gardener, I acknowledge & agree to the following Terms & Conditions:

I agree to represent & warrant to the Agency the following:

1. That I am physically fit & healthy & I am able to carry out one or all of the following services:

**Cleaning, Shopping, Nannying & or Babysitting,
Cooking, Party Planning or Gardening duties.**

2. That I am honest, trustworthy & reliable & that I am able to conduct myself in such a manner in both the presence of the Agency and the Client.

3. I have never been charged with a criminal offence, or been convicted of any offence/s & that I am not aware of any unforeseen circumstances which may result or lead to me being charged with or convicted of a criminal offence/s.

4. I have never been dismissed by an employer or client or customer for any matter relating to dishonesty, theft, fraud or any manner of indecent act/s.

5. The Agency cannot guarantee me full time placements or even the frequency of placements or bookings.

6. I confirm I will take full responsibility for all bookings, services I wish to carry out & there is no employer or employee relationship between myself & the Agency.

7. I confirm I will maintain all my own relevant insurance policies & licences, which are required by Law for my role as a Cleaner, Gardener, Shopper, Nanny & or Babysitter, Cook or Party Planner.

8. If I do not possess any liability insurance/es, it is my responsibility to advise the Agency upon my application, who will assist & provide me with cover & charge me a one off fee.

9. I confirm I must supply all my own cleaning products, unless the Client wishes for me to utilise theirs.

10. It is my understanding the Client will provide all cleaning equipment: vacuum, mop bucket.

11. I agree to attend 'Product Training, provided by the Agency outlining all the risks associated with certain chemicals which can affect materials around the home, i.e. marble, granite, laminex, wooden floors, porcelain tiles, as well as all the do's & dont's around the home.

12. I confirm, at my discretion, I can at any time, decline to take on a booking/s offered to me by the Agency.

13. I authorise the Agency whom hold all my personal details, including references, to forward any such information on to the Client, whom I shall be providing a service for.

14. I give the Agency my authority to retain all personal information I have provided, which proves my identification, employment history, references, visas, citizenship status, clearances, qualifications & or any other information relating to my character & work experience.

15. I will provide the Agency with a Police Clearance within three (3) weeks of commencement. Should I fail to do so, the Agency may apply for one on my behalf & charge me accordingly.

16. I am fully responsible for the quality of my own work at all times, which I provide to a Client. Should a Client be dissatisfied with the quality of any service I provide, it is my responsibility to rectify such work at my own cost & in my own time. If I refuse to rectify any such work, the Agency has the right to engage in another cleaner to rectify any such substandard work & charge me the total amount due.

17. I will carry out all services to my Clients via precise instructions given to me in writing by the Client via the Agency.

18. I agree I will accept all payments direct from the Client. The Agency is not responsible for the payment of my fee/s. It is my responsibility to ensure the Client pays me direct after each service provided. It is my responsibility to provide the Client with a receipt at the end of any service provided.

19. I will not overcharge any Client. I am to charge them the stipulated fee/amount as agreed upon via the Agency.
20. I am responsible for all of my Client's key/s & or remote/s which remain in my possession. Should I lose any keys & or remotes, it is my responsibility to ensure the Client & Agency are notified immediately. It is also my responsibility to arrange for such locks to be changed & new key/s & or remote/s provided to the Client.
21. Should I label any key/s, & or remote/s, I must ensure they are done in a fashion that they are not identifiable, should I lose any key/s or remote/s. Should I be in possession of any alarm code/s, it is my responsibility to retain such code/s with absolute confidentiality & to not disclose any code/s to any other person.
22. Should I no longer provide a service to a Client, it is my responsibility to personally return all key/s, remote/s within 24 hours. I will not mail any such key/s & or remote/s to my Client.
23. It is my responsibility to forward to the Agency at the end of each week, upon receiving a commission invoice from the Agency, the agreed commission fee incurred for each placement/booking. These funds must be transferred to the agreed Agent's bank account, no later than Friday, following a service. Should I fail to forward my commissions to the Agency, they reserve the right to restrict any further bookings.
24. The Agency is not responsible for any injury or loss I may sustain whilst I am providing a service as a Cleaner, Gardener, Shopper, Nanny & or Babysitter, Cook or Party Planner.
25. Should I cause any damage to a Client's home or personal items, it is my responsibility to pay the excess toward the insurance claim. The amount to be advised by the Agency who hold the Public Liability Policy, which covers me as a Cleaner, Gardener, Shopper, Nanny & or Babysitter, Cook or Party Planner, if my cover is through the Agency. Should I have a policy of my own, it is my responsibility to liaise with my insurer direct & pay the relevant excess/es.
26. When my name is removed from the Agency's database, I shall not be in a position to work for any existing Client/s for a period of twelve (12) months.
27. Whilst I am registered with the Agency, in any capacity, I am not allowed to work direct for any Client, which may exclude the Agency's commission.
28. It is my responsibility to contact the Agency & advise of any referrals I receive from any existing Client/s. I understand there is a bonus structure involved should I do so.
29. Should I breach any responsibilities involving non payment of commission/s, not forwarding referrals onto the Agency & or working direct for a Client, I will be responsible for payment within thirty (30) days, to the Agency a fee which equates

to six (6) months commissions based on me working for that particular Client/s for two (2) hours per week for the said six (6) months.

30. I am not allowed to invite any other person/s, whom are not registered with the Agency to enter into a Client's residence & or undertake in any services, which are my responsibility covering Cleaning, Gardening, Shopping, Nannying & or Babysitting, Cooking or Party Planning.

31. I am not allowed to invite my children & or any relatives & or any friends into my Client's residence without their consent. Should my client agree, I must also notify the Agency. If for any reason I need to engage in any other person/s or relative/s to carry out any work on my behalf, again I must notify the Client and the Agency. I will be totally responsible for all work carried out by that person/s or relative/s.

32. I will not at any time during or after my registration with the Agency, do or say anything which may disrupt, threaten, cause damage or jeopardise the relationship between a Client & the Agency. Nor am I to say anything which may disrupt, threaten, cause damage or jeopardise the Agency.

33. Should I no longer wish to work for the Agency, it is my responsibility to provide them with four (4) weeks notice in writing.

34. Upon my name being removed from the Agency's database, it is my responsibility to return any company property, including my security identification & or business cards, should I possess any such items.

35. Should I breach any of the above Terms, the Agency reserves the right to remove me from their database and not provide me with any further work.

Name of Swish Attendant _____

Signature _____

Dated _____

Name of Witness _____

Signature _____

Dated _____

Please sign & return your Terms & Conditions along with your Resume & all copies of your relevant certificates & supporting documents.

Swish Home Services have the utmost respect for your privacy.

All information you provide to our Agency is utilised to provide you with the opportunity for work & to assist you with expanding your career.

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www.swishhomeservices.com

Let Swish be Your Wish!

*Cleaning * Washing * Ironing * Bed Making & Sheet Changing * Windows * Ovens * Carpet
Steam Cleaning * Cooking * Shopping * De-Cluttering *
* Collecting Kids from School, Kindy or Day Care *
*Nanny Services * Baby Sitting * Gardening * Party Organising