

## Clean Under Pressure - Membership Terms & Conditions

Effective: [Insert Date] | Location: Brisbane, QLD, Australia

By joining a Clean Under Pressure membership (Essentials, Quarterly, or Monthly), you agree to the following terms:

### 1. Membership Options

#### - Essentials Membership (\$42/month):

- \* Window clean every 6 months
- \* 20% off all services
- \* \$300 Loyalty Gift Voucher (locks 12-month term upon redemption)
- \* Priority bookings + Loyalty Rewards

#### - Quarterly Membership (\$62/month):

- \* Window clean every 3 months
- \* 30% off all services
- \* \$500 Loyalty Gift Voucher (locks 12-month term upon redemption)
- \* Priority bookings + Loyalty Rewards

#### - Monthly Membership (\$82/month):

- \* Window clean every month
- \* 50% off all window cleaning quotes
- \* \$750 Loyalty Gift Voucher (locks 12-month term upon redemption)
- \* Priority bookings + Loyalty Rewards

### 2. Gift Vouchers & Cancellations

- Gift Vouchers are issued immediately upon sign-up.

- Redeeming a voucher activates a 12-month minimum membership.
- Cancelling after voucher redemption or use of discounted services will result in an invoice for the full standard value of services received.
- Members may cancel with 7 days' written notice if no benefits have been used.

### 3. Payments & Billing

- Membership fees are billed monthly.
- These fees grant access to member discounts and benefits but do not cover the cost of service jobs.
- All service work is quoted per property and billed separately with your membership discount applied.
- Prices include GST.
- Failed payments will be retried up to 3 times. Continued failure may result in membership cancellation.

### 4. Booking & Scheduling

- Members may request bookings at any time. Scheduling is subject to availability and aligned with your membership tier.
- Clean Under Pressure prioritises member bookings and recommends advance notice during busy periods.
- Services are scheduled based on individual property quotes and access.

### 5. Service Scope

- Services include window cleaning and other exterior cleaning as per quote.
- Excludes post-construction cleans, paint or adhesive removal, and roof work above two stories unless pre-approved.
- All services are dependent on safe access and site condition.

### 6. Missed Appointments & Rescheduling

- A minimum of 48 hours' notice is required to reschedule.
- Missed appointments due to blocked access (locked gates, pets, etc.) may incur a \$30 rebooking fee.

## 7. Liability & Insurance

- Clean Under Pressure is fully insured.
- We are not liable for pre-existing damage, unsafe areas, or poor installation.
- By agreeing to these terms, you release and indemnify Clean Under Pressure from liability related to misuse, non-disclosure, or unsafe conditions.

## 8. Amendments

- Terms and pricing may be updated with 30 days' written notice.

## 9. Legal Jurisdiction

- This agreement is governed by Queensland law.
- Disputes will be handled through local mediation under the Australian Consumer Law framework.

## 10. Contact

Clean Under Pressure

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Phone: 0409 472 736

Location: Brisbane, QLD