



Refund Policy

Overview

We provide refunds for the whole day of service. We are unable to provide you with a complete refund or exchange if a certain day has gone by since your reservation. You must phone or email the office during ongoing service to have a better understanding of the matter and to be eligible for a refund.

To process your refund, we require a receipt or proof of purchase.

In some cases, only partial reimbursements are granted:

- If an employee (e.g. cleaner, carer, nurse, driver) fails to arrive on time without prior notice.
- Provide proof of all situations if dissatisfied.
- If an employee (e.g. cleaner, carer, nurse, driver) is spending unnecessary time.
(Proof of evidence necessary)

Refunds

Once your refund has been processed and reviewed, we will tell you via email that we have received your refund request. We will also tell you of the approval or rejection of your refund.

If you are authorised, your refund will be processed and credited to your credit card or original mode of payment within 14 working days.