Queen of Cleans

CENTRAL COAST · EST. 2019

2027 EDITION · EFFECTIVE 1 DECEMBER 2026

Client Information Pack

Because your time matters most

Residential & commercial cleaning across the Central Coast & Lake Macquarie.



0483 968 283 www.queenofcleans.com.au admin@queenofcleans.com.au

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Everything you need to know

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Residential & commercial cleaning · Central Coast

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PEACE OF MIND · CLIENT PACK 2027

Why Choose Us

Police checked
& FULLY INSURED

A team you can trust in your home

Our team of dedicated women understand that a clean home isn't just about the physical load – it's the mental load too. *Let us lighten both, so you can reclaim your time and peace of mind.*

Police checked

Every team member holds a current police check, so you can feel comfortable having us in your home.

Fully insured

Queen of Cleans is insured, giving you peace of mind every time we clean.

Quality assured

Every clean follows our standards. If something in your clean isn't right, let us know within 24 hours and we'll make it right.

How every Queen of Cleans cleaner is trained

1 — Screened before joining
Every team member is screened before they start

2 — 3–4 week training
A structured programme in our methods and standards

3 — Competency assessed
Assessed before working independently

4 — Trained & assessed
To Queen of Cleans standards

The products we use

We bring all our own equipment and choose products to suit your home, each surface and the task at hand.

PREFER CHEMICAL FREE?

Ask for our FORALL chemical-free option

Available on request for your clean. Our carpet and upholstery products are also non-toxic and child, pet and environmentally friendly.

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Kind Words

What our clients say about us

★★★★★

We recently had Ella from Queen of Cleans come through our home, and I honestly can't recommend her highly enough. From the moment she arrived, she was professional, friendly, and incredibly easy to deal with.

Her attention to detail was outstanding – she didn't just clean, she completely transformed our space. Our home is absolutely sparkling, and the difference is noticeable the second you walk in.

A special mention to our lounge and rug – they have never looked this good! Ella went above and beyond, and it really shows in the results. You can tell she takes genuine pride in her work.

We are so grateful for the effort and care she put into our home. If you're looking for someone reliable, thorough, and truly exceptional at what they do, Ella from Queen of Cleans is the one to call!

AIMEE · GOOGLE REVIEW

★★★★★

I can't recommend Queen of Cleans highly enough! Paige cleaned my home for the first time after we had just moved in, and the house was an absolute mess. I was also recovering from spinal surgery, so I simply wasn't able to do it myself.

Paige went above and beyond in every way. The attention to detail, care, and effort she put into making my home spotless was incredible. Walking into such a clean, fresh house after everything we'd been through was so refreshing and took a huge weight off my shoulders.

Thank you, Paige, and the Queen of Cleans team, for your kindness, professionalism, and outstanding service. I truly appreciate everything you've done and wouldn't hesitate to recommend you to anyone looking for a reliable and thorough cleaning service!

ALICE · GOOGLE REVIEW

"I'm so incredibly grateful to have been nominated to receive a premium clean. The team did an amazing job, and walking into such a beautifully clean home was such a gift. Their kindness, professionalism, and attention to detail meant so much. Thank you again for your generosity and for making such a positive difference. Highly recommend!"

JESS · CLEAN HEART RECIPIENT

Read more of our reviews on Google

Read our reviews

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Home cleaning experience *inclusions*

Kitchen & bathrooms

WHAT WE CLEAN	Essentials	Minimalist	Premium	Deluxe	Royal Reset
KITCHEN					
Benches, cupboards & splashback	Wipe	Wipe	Wipe	Scrub	Scrub
Appliance fronts	Wipe	Wipe	Wipe	Scrub	Scrub
Stovetop and rangehood	Wipe top; wipe hood front	Wipe top; wipe hood front	Wipe top; wipe hood front	Scrub top and whole hood	Scrub top and whole hood
Sink and taps	Scrub sink; wipe taps	Scrub sink; wipe taps	Scrub sink; wipe taps	Scrub sink; detail taps	Scrub sink; detail taps
Kitchen bin	Wipe in and out; reline	Wipe in and out; reline	Empty; clean in and out; reline	Empty; clean in and out; reline	Empty; clean in and out; reline
Dishes (10 or less)	*Not included*	Included (not pots or pans)	Included (not pots or pans)	Included	Included
Benchtop appliance wipe-over	*Not included*	Up to 3	Up to 5	All accessible	All accessible
Inside microwave, filters & oven	*Not included*	*Not included*	*Not included*	Included; oven **FREE**	Included; oven **FREE**
Inside fridge and pantry	*Not included*	*Not included*	*Not included*	*Not included*	Included
Steam clean kitchen	*Not included*	*Not included*	*Not included*	*Not included*	Included
BATHROOM					
Shower screen, tiles & grout	Scrub	Scrub	Scrub	Deep clean	Deep clean
Cupboard fronts and bench	Wipe	Wipe	Wipe	Wipe fronts; scrub bench	Wipe fronts; scrub bench
Sink and taps	Scrub sink; wipe taps	Scrub sink; wipe taps	Scrub sink; wipe taps	Scrub sink; detail taps	Scrub sink; detail taps
Mirrors	Scrub	Scrub	Scrub	Scrub and polish	Scrub and polish
Toilets and bath	Clean toilet; scrub bath	Clean toilet; scrub bath	Clean toilet; scrub bath	Clean toilet; scrub bath	Clean toilet; scrub bath
All tiles & exhaust fan	*Not included*	*Not included*	*Not included*	Scrub tiles; clean fan	Scrub tiles; clean fan
Steam clean bathrooms	*Not included*	*Not included*	*Not included*	*Not included*	Included

Home cleaning experience *inclusions*

Laundry, living areas & general

WHAT WE CLEAN	Essentials	Minimalist	Premium	Deluxe	Royal Reset
LAUNDRY					
Benches, cupboards & splashback	*Not included*	Wipe	Wipe	Scrub	Scrub
Sink and taps	*Not included*	Sink & taps detailed	Sink & taps detailed	Sink & taps detailed	Sink & taps detailed
Washing machine and dryer	*Not included*	Wipe	Wipe	Wipe	Wipe
LIVING, DINING & BEDROOMS					
Flat surfaces	*Not included*	Wipe	Wipe	Wipe	Wipe
Dust items on open surfaces	*Not included*	*Not included*	*Not included*	Included	Included
General tidy	*Not included*	Included	Included	Included	Included
Tighten existing bedding	*Not included*	Included	Included	Included	Included
Linen change	*Not included*	*Not included*	*Not included*	*Not included*	Included
Mirrors	*Not included*	Clean	Clean	Clean	Clean
Empty bins	*Not included*	Included	Included	Included	Included
GENERAL					
Floors throughout	Vacuum and mop	Vacuum and mop	Vacuum and mop	Vacuum and mop	Vacuum & steam
Accessible skirting boards	Vacuum	Vacuum	Vacuum and wipe	Vacuum and scrub	Vacuum and scrub
Window sills	*Not included*	*Not included*	Wipe	Clean	Clean
Accessible interior windows	*Not included*	*Not included*	*Not included*	Clean; tracks extra	Clean; tracks extra
Accessible exterior windows	Available as an upgrade with any experience				
Ceiling fans	*Not included*	*Not included*	Wipe	Wipe	Wipe
Accessible light switches	*Not included*	*Not included*	Wipe	Wipe	Wipe
Accessible power points	*Not included*	*Not included*	*Not included*	Wipe	Wipe
Carpets & lounge cleaned	*Not included*	*Not included*	*Not included*	*Not included*	Included

QUEEN OF CLEANS · CLIENT PACK 2027

Essentials

Experience

Kitchen

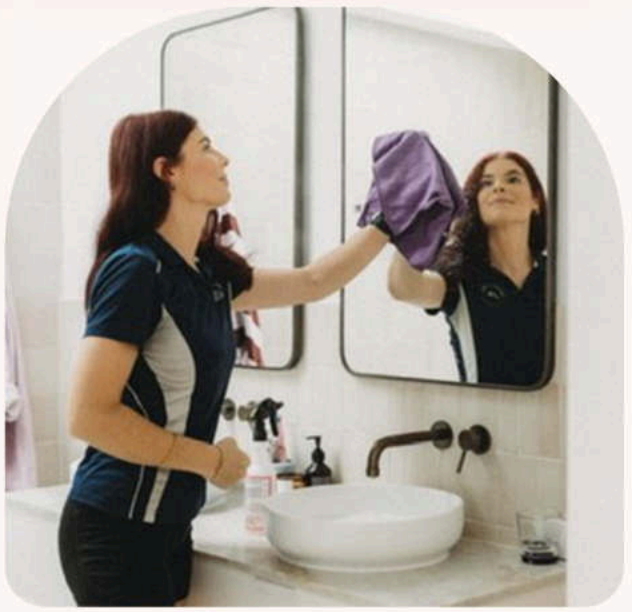
- Wipe down bench tops
- Wipe front of cupboards
- Wipe front of fridge, oven, microwave & dishwasher
- Wipe stove top
- Wipe front of rangehood
- Scrub sink and wipe over taps
- Wipe splashback
- Empty bin + Wipe over exterior and interior of bin & reline

Bathroom

- Scrub shower screen
- Scrub shower (tiles and grout lines)
- Scrub shower frame
- Wipe all taps
- Wipe fronts of cupboards
- Scrub sink and wipe over bench
- Scrub mirrors
- Clean toilets
- Scrub bath

General

- Vacuum and mop floors throughout the whole home
- Vacuum skirting boards that are accessible



Want a little more?

Step up to the **Minimalist Experience** for laundry, living areas and bedrooms, dishes, appliances and a general tidy – or add extras from our upgrades list.

Queen of Cleans

Residential & commercial cleaning · Central Coast

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Minimalist

Experience

Kitchen

- Wipe down bench tops
- Wipe front of cupboards
- Wipe front of fridge, oven, microwave & dishwasher
- Wipe stove top
- Wipe front of rangehood
- Scrub sink and wipe over taps
- Wipe splashback
- Wash dishes (10 or less, not pots or pans)
- Wipe up to 3 appliances
- Wipe over exterior and interior of bin & reline

Bathroom

- Scrub shower screen
- Scrub shower (tiles and grout lines)
- Scrub shower frame
- Wipe all taps
- Wipe fronts of cupboards
- Scrub sink and wipe over bench
- Scrub mirrors
- Clean toilets
- Scrub bath

Living · Dining · Bedrooms

- Wipe down all flat surfaces
- General tidy of house (neatening up of home, e.g. pillows, throws)
- Tightening existing bedding
- Clean all mirrors

Laundry

- Wipe bench tops
- Wipe fronts of cupboards
- Scrub sink and detail taps
- Wipe splashback
- Wipe washing machine/dryer

General

- Vacuum accessible skirting boards
- Vacuum & mop entire home
- Wipe down all flat surfaces
- Clean all mirrors
- Empty bins

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Premium

Experience

Kitchen

- Wipe down bench tops
- Wipe front of cupboards
- Wipe front of fridge, oven, microwave & dishwasher
- Wipe stove top
- Wipe front of rangehood
- Scrub sink and wipe over taps
- Wipe splashback
- Wash dishes (10 or less, not pots or pans)
- Wipe up to 5 appliances
- Empty bin, reline and clean over exterior and interior

Bathroom

- Scrub shower screen
- Scrub shower (tiles and grout lines)
- Scrub shower frame
- Wipe all taps
- Wipe fronts of cupboards
- Scrub sink and wipe over bench
- Scrub mirrors
- Clean toilets
- Scrub bath

Living · Dining · Bedrooms

- Wipe down all flat surfaces
- General tidy of house (neatening up of home, e.g. pillows, throws)
- Tightening existing bedding
- Clean all mirrors
- Empty bins

Laundry

- Wipe bench tops
- Wipe fronts of cupboards
- Scrub sink and detail taps
- Wipe splashback
- Wipe washing machine/dryer

General

- Wipe down window sills
- Wipe ceiling fans
- Vacuum & mop entire home
- Vacuum and wipe accessible skirting boards
- Wipe over accessible light switches

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Deluxe

Experience

FREE
OVEN CLEAN

Kitchen

- Scrub down bench tops
- Scrub front of cupboards
- Scrub front of fridge, oven, microwave & dishwasher
- Scrub stove top
- Scrub all of rangehood
- Scrub sink and detail taps
- Scrub splashback
- Wash dishes (10 or less)
- Wipe all accessible benchtop appliances
- Clean inside microwave
- Deep clean rangehood filters
- Empty bins, reline, clean inside & out
- **Oven clean** FREE

Bathroom

- Deep shower screen clean
- Deep scrub shower, tiles and grout lines
- Scrub shower frame
- Clean all taps and detail
- Wipe fronts of cupboards
- Scrub sink and bench
- Scrub mirrors & polish
- Clean toilets
- Scrub bath
- Exhaust fan
- Scrub all bathroom tiles

Living · Dining · Bedrooms

- Wipe down all flat surfaces
- Dust items on flat, open surfaces
- General tidy of house (neatening up of home, e.g. pillows, throws)
- Tightening existing bedding
- Clean all mirrors
- Empty bins

Laundry

- Scrub bench tops
- Scrub fronts of cupboards
- Scrub sink and detail taps
- Scrub splashback
- Wipe washing machine/dryer

General

- Wipe ceiling fans
- Wipe over accessible power points
- Wipe over accessible light switches
- Vacuum & mop entire home
- Vacuum and scrub accessible skirting boards
- Clean accessible interior windows, frames and sills

Want the works? *See our Royal Reset.*

Window tracks quoted separately · accessible exterior windows available as an upgrade.

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Royal Reset

Experience

Only 2
EACH
MONTH

Kitchen

- Scrub down bench tops
- Scrub front of cupboards
- Scrub front of fridge, oven, microwave & dishwasher
- Scrub stove top
- Scrub all of rangehood
- Scrub sink and detail taps
- Scrub splashback
- Wash dishes (10 or less)
- Wipe all accessible benchtop appliances
- Clean inside microwave, fridge & pantry
- Deep clean rangehood filters
- Empty bins, reline, clean inside & out
- **Oven clean** FREE
- Steam clean cupboard fronts, fridge, oven & microwave exteriors, sink, taps, benchtops, splashback, stove & rangehood STEAM

Bathroom

- Deep shower screen clean
- Deep scrub shower, tiles and grout lines
- Scrub shower frame
- Clean all taps and detail
- Wipe fronts of cupboards
- Scrub sink and bench
- Scrub mirrors & polish
- Clean toilets
- Scrub bath
- Exhaust fan
- Scrub all bathroom tiles
- Steam clean all of the shower including grout, floor grout, toilet, sink, taps, mirrors, bath & tiles STEAM

Living & bedrooms

- Wipe down all flat surfaces
- Dust items on flat, open surfaces
- General tidy of house (neatening up of home, e.g. pillows, throws)
- Tightening existing bedding
- Linen change
- Clean all mirrors
- Empty bins

Laundry

- Scrub bench tops
- Scrub fronts of cupboards
- Scrub sink and detail taps
- Scrub splashback
- Wipe washing machine/dryer

Carpet & upholstery

- Carpets professionally cleaned
- Lounge cleaned

General

- Wipe ceiling fans
- Wipe over accessible power points
- Wipe over accessible light switches
- Vacuum entire home & steam clean all floors
- Vacuum and scrub accessible skirting boards
- Clean accessible interior windows, frames and sills

Limited to 2 Royal Resets each month

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End of lease experience *inclusions*

Kitchen & bathrooms

WHAT WE CLEAN	Standard EOL	Comprehensive EOL
KITCHEN		
Benchtops, cupboard fronts and splashback	Wipe and clean	Scrub and detail
Oven, microwave and dishwasher fronts	Wipe	Detail
Stove and rangehood	Clean	Deep clean
Rangehood filters	Clean	Deep clean
Sink and taps	Scrub sink; clean taps	Detail and polish
Oven	Oven clean	Detailed oven clean
Inside microwave	Clean	Clean
Inside kitchen cupboards	Clean	Detail
Cupboard tops and kickboards	Clean	Clean tops; scrub and detail kickboards
BATHROOM		
Shower screen, shower and frame	Scrub screen and shower; clean frame	Deep clean screen; deep scrub shower and grout; detail frame
Taps, sink, bench and cupboard fronts	Clean	Scrub, detail and polish
Mirrors	Clean	Scrub and polish
Toilets and bath	Clean	Detail
Tiled bathroom walls	Scrub	Scrub
Inside cupboards	Clean	Detail
Exhaust fan exterior	*Not included*	Clean

End of lease experience *inclusions*

Laundry, general & experience benefits

WHAT WE CLEAN	Standard EOL	Comprehensive EOL
LAUNDRY		
Benchtops, cupboard fronts and splashback	Scrub	Scrub
Sink and taps	Scrub sink; detail taps	Scrub sink; detail taps
Inside cupboards	Clean	Scrub
Exhaust fan exterior	*Not included*	Dust
GENERAL		
Floors throughout	Vacuum and mop	Thoroughly vacuum and mop
Surfaces and mirrors	Wipe surfaces; clean mirrors	Detail surfaces; scrub and polish mirrors
Skirting boards	Vacuum and wipe	Vacuum and scrub
Power points and light switches	Wipe	Detail
Door knobs and frames	Wipe knobs; dust frames	Detail
Inside all cupboards	Clean	Detail
Ceiling fans	*Not included*	Dust, wipe and clean
Cobwebs	*Not included*	Remove
Aircon filter	*Not included*	Clean accessible filter
EXPERIENCE BENEFITS		
Time to report an issue for a return visit	24 hours	72 hours
Window cleaning	Quoted separately	Quoted separately, **10% off**
Carpet cleaning	Quoted separately	**10% off** when booked with your clean

END OF LEASE CLEANING · CLIENT PACK 2027

EOL Clean

Standard Experience

24h
TO REPORT AN ISSUE

Kitchen

- Wipe down bench tops
- Wipe front of cupboards
- Wipe front of oven, microwave & dishwasher
- Clean stove & rangehood
- Scrub sink and clean taps
- Clean splashback
- Clean inside of microwave
- Clean rangehood filters
- Oven clean
- Inside kitchen cupboards cleaned
- Top of kitchen cupboards cleaned
- Clean kickboards

Bathroom

- Scrub shower screen
- Scrub shower
- Clean shower frame
- Clean all taps
- Clean fronts of cupboards
- Clean sink and bench
- Clean mirrors
- Clean toilets
- Clean bath
- Tiled walls scrubbed
- Inside cupboards cleaned

General

- Vacuum & mop entire home
- Wipe down all surfaces
- Clean all mirrors
- Deep laundry clean
- Vacuum and wipe skirting boards
- Wipe down power points & light switches
- Door knobs wiped & dust door frames
- Inside all cupboards cleaned

Laundry

- Scrub bench tops
- Scrub fronts of cupboards
- Scrub sink and detail taps
- Scrub splashback
- Inside all cupboards cleaned

Want it even more detailed?

Step up to the **Comprehensive Experience** for deep-scrubbed grout, cobweb removal, aircon filter cleaning, 72 hours to report an issue and 10% off window and carpet cleaning.

OUR RE-CLEAN GUARANTEE

Let us know within **24 hours** of your clean being completed if anything within the agreed scope was missed, and we'll arrange a return visit to fix it.

Windows, sills, tracks and frames are extra – if you'd like these cleaned, please send us how many windows you have.

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END OF LEASE CLEANING · CLIENT PACK 2027

EOL Clean

Comprehensive Experience

72h
TO REPORT AN ISSUE

Kitchen

- Scrub and detail benchtops
- Scrub cupboard fronts
- Detail oven, microwave and dishwasher exteriors
- Deep clean stove and rangehood
- Detail and polish sink and taps
- Scrub splashback
- Scrub and detail kickboards
- Deep clean rangehood filters
- Clean inside microwave
- Detailed oven clean
- Detail inside kitchen cupboards
- Clean accessible cupboard tops

Bathroom

- Deep clean shower screen
- Deep scrub shower and grout
- Detail shower frame
- Clean and polish taps
- Detail cupboard fronts
- Scrub basin and benchtop
- Scrub and polish mirrors
- Detail toilets and bath
- Scrub tiled bathroom walls
- Detail inside cupboards
- Clean accessible exhaust fan exterior

General

- Thoroughly vacuum and mop floors
- Detail accessible surfaces
- Scrub and polish mirrors
- Detailed laundry clean
- Vacuum and scrub accessible skirting boards
- Detail power points and switches
- Detail door knobs and frames
- Detail inside accessible cupboards
- Remove accessible cobwebs
- Clean accessible aircon filter
- All accessible ceiling fans dusted, wiped and cleaned

Laundry

- Scrub benchtops, cupboard fronts and splashback
- Scrub sink and detail taps
- Scrub inside cupboards
- Dust accessible laundry exhaust fan exterior

Experience bonuses

WITH YOUR COMPREHENSIVE CLEAN

10% off
Window cleaning
Quoted separately, then 10% off.

10% off
Carpet cleaning
When booked with your clean.

OUR RE-CLEAN GUARANTEE

Let us know within **72 hours** of your clean being completed if anything within the agreed scope was missed, and we'll arrange a return visit to fix it.

Windows, sills, tracks and frames aren't included – they're quoted separately, with 10% off. Send us how many windows you have for a quote.

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QUEEN OF CLEANS · CLIENT PACK 2027

Upgrades

Tailor any clean to suit you

+ ADD TO ANY CLEAN

Upgrade services are quoted individually based on your home and requirements. Simply let us know which extras you're interested in, and our team will be happy to provide a quote.

Kitchen & bathroom

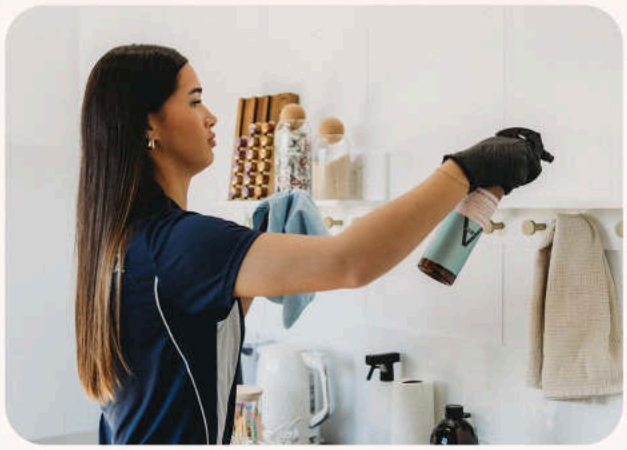
- Clean inside fridge
- Clean inside pantry
- Oven clean
- More dishes to be cleaned
- Deep clean of kitchen
- Deep clean of bathroom

Laundry & linen

- Linen change
- Folding of clothes
- Load washing machine and put on line or in the dryer
- Clean & organise linen cupboard

Windows & finishes

- Accessible interior windows and frames
- Accessible exterior windows
- Window sills
- Window tracks
- Blinds/shutters
- Ceiling fans
- Skirting boards
- Spot clean walls + doors



Steam cleaning

KITCHEN

Cupboard fronts, fridge, oven and microwave exteriors, sink and taps, benchtops, splashback, stove and rangehood

BATHROOM

All of the shower including grout, floor grout, toilet, sink and taps, mirrors, bath and tiles

LOUNGE

Steam clean your lounge

VIP Queen members save

5% off selected upgrades after 3 cleans – see the VIP Queen page.

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LOYALTY MEMBERSHIP · CLIENT PACK 2027

VIP Queen

$29 PER MONTH

An optional membership for recurring clients – $29 per month, on top of your regular clean

Locked recurring slot

- Same staff member unless sick or away
- Priority morning/afternoon selection guaranteed (not a set time)
- First choice for public holiday or rescheduling adjustments
- Priority for available replacement appointments

Shorter-notice rescheduling

Reschedule with less than our standard 48 hours' notice, without penalty (subject to availability).

Early access to peak season

Before Christmas and Easter, VIP clients get their booking window 1 week before the public.



5% off upgrades

after 3 cleans

Not in conjunction with any other offer. Applies only to:

- Oven cleans
- Steam cleaning
- Blinds/shutters
- Pantry clean
- Windows
- Upholstery cleaning
- Fridge clean
- Spot clean walls and doors

Annual loyalty bonus

after 12 months

Choose ONE:

- Free oven clean
- 10 windows free
- Free carpet refresh (3 rooms)

Referral credits

$40 account credit per successful VIP referral.

ELIGIBILITY

Optional $29/month membership, not included in any experience · for weekly or fortnightly recurring cleans · standard benefits begin after 3 consecutive cleans; annual loyalty bonus after 12 months · cancellation conditions are set out in the membership terms.

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FOR BUSINESSES · CLIENT PACK 2027

Commercial Cleaning

Spaces your staff, clients and families can count on

In & out of hours
TO SUIT YOUR BUSINESS

Whether you're a residential or commercial customer on the Central Coast, Queen of Cleans delivers the same exceptional, high-quality service. We schedule commercial cleans around you – during business hours or after you've closed for the day – so your space is ready when you are.



Offices

Regular office cleaning in or out of business hours, so your team can get on with their day and walk into a fresh workspace.

Gyms & fitness studios

Cleaning for gyms and studios, scheduled around your class times and opening hours so members always arrive to a clean space.

Childcare centres

Thorough, caring cleans for childcare centres, fitted around your hours so little ones come back to a clean, safe environment.

Real estate agencies

We work with real estate agents and property managers on end of lease and property cleans, helping keep handovers smooth.

...and more. Get a commercial quote

Every business is different, so every commercial clean is quoted to suit your space and schedule. Carpet, upholstery and steam cleaning are also available for businesses.

Get a quote

admin@queenofcleans.com.au

A clean workplace.
More time for your business.

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Carpet & Upholstery

Encapsulation & the use of new technology

Encapsulation carpet cleaning removes contaminants from carpeting using a chemical solution that contains acrylic polymers. These polymers attach themselves to soil particles in the carpet and break down the soil's bond to the carpet fibres. Once the bond is broken, the dirt particles are "released" from the carpet and can be vacuumed away.

Superior technology

Queen of Cleans uses advanced encapsulation technology to provide a superior clean to traditional carpet cleaning methods. Encapsulation keeps your business and residential carpets looking clean for 50% longer and continues to capture dirt after the job is complete. Unlike other carpet cleaning shampoos, the detergents encapsulation uses do not leave a sticky residue on the carpet, and effectively prevent resoiling rather than increasing it.

No more waiting!

We recognise that waiting for wet carpet and upholstery to dry is a hassle for homes, schools, hotels and offices. Luckily, our quick-drying service means you can walk on your carpet immediately. We thoroughly clean carpets, rugs & lounges made with a variety of fibres – wool included – with the same professionalism and commitment, whether residential or business.

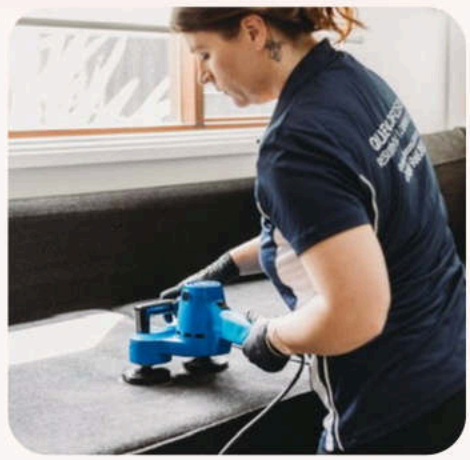
Certified, qualified technicians

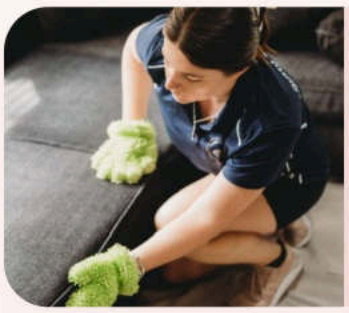
The carpet cleaning industry is unregulated. Many carpet cleaners are not certified or competent, and risk damaging your carpets. Here at Queen of Cleans, all our operators are well qualified for the job. We take pride in providing ACCI certified technicians who offer a higher standard of excellence to every carpet cleaning job – we believe every job should be done right the first time.

SERVICES

Lounge cleaning
Rug cleaning
Carpet cleaning
Fabric protection

Get a quote





Spend a minimum of **$600** on carpet & upholstery cleaning to get

FREE
Fabric Protection

Fabric protection offers numerous benefits, from enhancing the durability and appearance of your fabrics to making them easier to clean and maintaining a healthier indoor environment. By investing in fabric protection, you are not only preserving the beauty of your home but also ensuring its longevity and functionality.

8 Step Process

8 STEPS

Designed to give you the best possible results

We are proud members of the Australian Carpet Cleaning Institute (ACCI) and guarantee to observe the ACCI Code of Practice and to adhere to Australian Standard 3733/1995. With an ACCI certified technician at every job, you can rest easy knowing your cleaning needs are in safe, qualified hands.

1 Visual pre-assessment

On arrival we visually inspect your carpet and/or upholstery for obvious areas of concern such as spots and stains, fill out our pre-inspection form and take photos.

2 Cleaning area preparation

If at the time of booking you chose to have your furniture moved, we'll happily move it for you – we do ask that you remove fragile or delicate items from the furniture. Due to OH&S weight restrictions, we will NOT move items such as bookcases, fish tanks, display cabinets, entertainment units or other large bulky items.

3 Professional pre-vacuum

The most important step in our process – quality results that stay clean longer start with a thorough professional vacuum to remove all dry soil BEFORE any detergents are pre-sprayed. We use a commercial-strength upright vacuum with a hospital-grade HEPA filtration system that removes much more soil and allergens than a household vacuum. Even if you vacuumed just before we arrived, we will still pre-vacuum – that's how important it is.

4 Detergent selection

Your ACCI certified technician will choose the products that best suit your cleaning requirements. We only use cutting-edge, ACCI-approved products that are non-toxic, child, pet and environmentally friendly, with odour eliminators and fresh-smelling deodorisers.

5 Detergent pre-spray

We apply just the right amount of cleaning product using our fully portable sprayer and give it the appropriate dwell time to ensure the best possible results. Our products are safe to use on all fibre types, including wool.

6 Dirt & grime removal

All pre-sprayed areas are thoroughly scrubbed using our ACCI-approved cleaning equipment, leaving your carpet and/or upholstery cleaner, fresher, brighter and healthier than ever before.

7 Final spot & stain inspection

Our technician will inspect any remaining spots and stains to determine which ones require further attention. We DO NOT guarantee 100% removal of all spots and stains – the cause, how long it has been there and the type of fibre/material all determine whether a spot or stain is removable.

8 Furniture replacement

Furniture is returned to its original position, and foam blocks or plastic tabs are placed under wooden or metal legs to protect your carpet and furniture.

Queen of Cleans
Residential & commercial cleaning · Central Coast

0483 968 283 · Cleaning Mon–Fri 7.30am–5.30pm, weekends by arrangement
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HEALTHIER HOME · CLIENT PACK 2027

Steam Cleaning

99%
GERMS & BACTERIA

Removes 99% of germs and bacteria

You may not be able to see viruses, bacteria, moulds, mildews and other potentially infectious pathogens with the naked eye, but they're everywhere around you – including in your beloved house.

One of the best benefits of steam cleaning is that it eliminates these nasty elements from your home, protecting you and your family from harm. Please note: areas will be vacuumed before being steam cleaned.

We currently offer

- Carpet steam cleaned
- Bathroom steam cleaned
- Kitchen steam cleaned
- Mattresses steam cleaned
- Lounge steam cleaned
- Floors steam cleaned



GOOD TO KNOW

The difference between steam cleaning & encapsulation carpet and upholstery cleaning

Steam cleaning does **not** remove stains – it removes 99% of germs and bacteria.

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THE PERFECT PRESENT · CLIENT PACK 2027

Gift Certificates

A thoughtful present for someone special

Give the gift of time



Know someone who deserves a little extra time? A Queen of Cleans gift certificate lets them hand the housework to us and spend that time on what matters most.

A thoughtful gift for birthdays, Christmas, new parents, Mother's Day – or simply to say thank you.

How to buy

1. Visit **queenofcleans.com.au/gift-card**
2. Choose your amount and quantity, then click Buy Now
3. Questions? Call us on **0483 968 283**

Buy a gift certificate

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MEET THE OWNER · CLIENT PACK 2027

Katie Elphinstone

Owner & founder since 2019



Katie is a single mum of two beautiful girls and the owner & founder of Queen of Cleans.

She started back in 2019, just after she had her first daughter, having previously worked in childcare for many years. Katie has a great passion for cleaning and for providing the best possible service to all her clients.

Since its inception, Queen of Cleans has become a trusted name in the local community. Through hard work and dedication to excellent customer service, Katie has built a strong foundation for her business. She is continuously learning and developing her skills in order to provide the highest quality of service to her customers.

Katie is a passionate cleaning business owner & cleaner. She loves the feeling of giving back to the community and giving time back to everyone who is time poor – allowing people to spend more quality time with their families and doing what's important!

Because your time matters most

Queen of Cleans

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Meet the Team

The friendly faces behind your clean



Behind every Queen of Cleans clean is a small team who take real pride in the details – and in giving you your time back.

Every team member completes our structured training programme in Queen of Cleans methods and standards before cleaning independently, so you can expect the same care and quality every visit.





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GIVING BACK · CLIENT PACK 2027

Clean Heart

Initiative

FREE
PREMIUM CLEAN

Life can throw challenges that feel overwhelming. Clean Heart is our way of giving back to the community that has supported us.



1 **What we offer**

A free premium clean, once or twice every month, for someone going through a tough time.

2 **Who it's for**

Anyone facing a health crisis, financial hardship or another personal challenge who could use a little relief.

3 **How to nominate**

Know someone who deserves it? Nominate them through our website using the button below.

Please note: while our hearts wish to help everyone, we currently do not have the capability to handle hoarder cleans or any cleaning scenarios that require specialised safety equipment.

Nominate here

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GOOD TO KNOW · CLIENT PACK 2027

FAQs

Our most asked questions

Does Queen of Cleans provide the supplies?

Yes, Queen of Cleans provides all the equipment & products.

Do we need to be home?

No, you are more than welcome to leave a key out, a code or the house unlocked. Please let us know in advance.

Can we add any upgrades?

Yes you can – we require at least 1 week's notice.

How do I make payment?

Payment is direct debited.

Do we need to provide anything?

Nothing at all, but we do ask that your home is left accessible for us to clean.

Can I book a once-off clean?

Yes you can – or you can book weekly, fortnightly or monthly cleans.

Do you do an hourly rate?

Currently we do not offer an hourly rate. We provide our experiences or a set price for upgrades.

How long does the service take?

This depends on what experience you require and the size of your home.

Can I keep my pets inside?

To provide the best possible service, we ask that all animals are kept outside or in a room.

How much notice do I need to cancel?

There is a cancellation charge if you cancel within 48 hours of your clean.

What areas do you service?

Central Coast & Lake Macquarie

Are you open on weekends?

Weekend cleans are available by arrangement. We clean Mon–Fri 7.30am–5.30pm, and the office is open Mon–Fri 7am–5pm.

Are you open on public holidays?

We are not open on public holidays.

Follow us on Facebook & Instagram

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GETTING STARTED · CLIENT PACK 2027

How to Book

Four simple steps to a cleaner home

4 EASY STEPS

1 Request a quote

Contact us through our website, email admin@queenofcleans.com.au or call 0483 968 283 and tell us about your home and what you need.

2 Choose your experience

Pick Essentials, Minimalist, Premium, Deluxe or Royal Reset – or Standard or Comprehensive for end of lease – plus any upgrades. Book once-off, weekly, fortnightly or monthly.

3 Confirm your booking and access arrangements with our team

We'll confirm your date and how we'll get in – your booking is secured once confirmed. You don't need to be home.

4 We clean

Our police-checked team arrives with all the equipment and products, and you get your time back.

Good to know

- A cancellation charge applies within 48 hours of your clean
- Upgrades need at least 1 week's notice
- We're not open on public holidays
- We don't currently take on hoarder cleans or jobs needing specialised safety equipment
- Payment is by direct debit
- Please keep pets outside or in a room
- Heavy build-up and specialist work need an assessment
- Our full terms and conditions are provided when you book

Scan to request a quote

queenofcleans.com.au

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Ready for more time?

Because your time matters most

Request a quote

We'll confirm availability, pricing and access before your booking is locked in.

SCAN TO VISIT US

Request a quote online

CONTACT US

0483 968 283

www.queenofcleans.com.au

admin@queenofcleans.com.au

Office Mon–Fri 7am–5pm · Cleaning Mon–Fri 7.30am–5.30pm

Weekends by arrangement

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