

- 🧹 **Customer Comfort and Safety:** We prioritize your comfort and safety during our cleaning services. Ideally, our staff works in unoccupied areas. If this isn't feasible, kindly ensure the areas being cleaned are free of pets or humans. If a section is occupied during cleaning, our cleaners will skip it, making a note to address it during the next service.
- 🧹 **Cancellation Policy:** Appointments canceled 48 hours before the scheduled service incur no charges. Cancellations made afterthought will be subject to a 50% fee, while same-day cancellations will be charged in full.
- 🧹 **Satisfaction Guarantee:** If any areas aren't cleaned to your satisfaction, please contact us on the day of service, and we'll rectify it at no extra cost. Refunds are not offered.
- 🧹 **Lockouts:** If we're unable to access the property on the scheduled day, you have a 30-minute window to grant entry. Failure to gain access within this time will result in a 100% lockout fee.
- 🧹 **Communication:** Effective communication is vital. Feel free to contact our office with any questions or concerns. We often share reminders, new policies, and monthly specials via text or email.
- 🧹 **Service Changes:** For alterations or additions to your regular service, please notify us at least 48 hours in advance to accommodate scheduling and equipment needs.
- 🧹 **Quality Control:** We have systems in place to ensure high-quality cleaning. Expect occasional inspections, follow-up messages, and phone calls. Your feedback matters, so please fill out any jobber report surveys promptly.
- 🧹 **Pet Policy:** While we welcome friendly pets, please secure them if they're anxious around vacuums or tend to follow cleaners. Aggressive or unfriendly pets must be confined during service. We reserve the right to leave if a dog poses a safety risk, with a 100% lockout fee applicable.
- 🧹 **Pet Hair:** Despite our best efforts, we cannot guarantee the removal of all pet hair. Floating hair or pets entering cleaned areas may reintroduce hair. Settled pet hair post-cleaning is not grounds for a redo.
- 🧹 **Timing:** Our pricing is not hourly-based but tailored to your needs and home specifics. Efficiency is measured by the result, not the duration.
- 🧹 **Vacant Homes:** We only liaise with paying customers for vacant properties. Homes must be empty, safe, and utilities operational. Failure to meet these criteria constitutes a same-day cancellation with associated fees.
- 🧹 **Insect/Rodent Policy:** Visible infestations warrant refusal of service until the issue is addressed. This constitutes a cancellation with applicable fees.
- 🧹 **Furniture Policy:** We clean under heavy furniture as best we can but cannot move it due to insurance limitations.
- 🧹 **Bed Changing:** Beds must be stripped and fitted with fresh sheets before our arrival for bed-changing services.
- 🧹 **Photo Policy:** We may take non-identifiable pictures of work for reference, stored securely for internal use.
- 🧹 **Rate Increases:** We reserve the right to adjust pricing with adequate notice to clients.
- 🧹 **Payment Policy:** Full payment is due on or before the service day. Late payments incur a \$10 fee per day. We accept major credit cards, Apple Pay, checks, and cash. Tips can be added to invoices or paid via our Venmo account.
- 🧹 **Right to Terminate/Refuse Service:** We reserve the right to terminate service if the property is unsanitary, staff safety is compromised, or illegal activities are present. Chronic cancellations or no-shows may also result in termination.
- 🧹 **Add-on Services:** We offer additional services such as window washing, bed sheet changes, oven and refrigerator cleaning, and hand wiping blinds/baseboards.
- 🧹 **What We Don't Do:** We do not clean bodily fluids, litter boxes, wash dishes, or move heavy furniture.
- 🧹 **Deposit Policy:** 25 percent is due at the time of booking and is non-refundable.

Terms of Service

