

# Streak Ninjas - Service Area & Booking Policy

Effective Date: May 8, 2025

## 1. Service Areas

Streak Ninjas proudly serves the Altamonte Springs, Apopka, and Orlando areas. We are a local business committed to delivering high-quality window cleaning services within our community. If you are located slightly outside this region, feel free to contact us-we may still be able to accommodate your request.

## 2. Booking Appointments

You can book an appointment by phone, text, email, or through our official website or social media platforms. Appointments are scheduled on a first-come, first-served basis and are subject to availability.

## 3. Minimum Service Requirements

A minimum service charge may apply to certain bookings, especially for small or distant jobs. You will be informed of any such fees upfront at the time of booking.

## 4. Rescheduling & Cancellations

You may reschedule or cancel your appointment with at least 24 hours' notice. Cancellations with less than 24 hours' notice could be subject to a cancellation fee of 50% of the quoted service price.

## 5. Access Requirements

For exterior window cleaning, we require clear access to windows, outdoor water access (if needed), and that any gates or locks be unlocked before arrival. Failure to provide access may result in delays or an incomplete service.

## 6. Weather-Related Changes

For safety and quality purposes, appointments may be delayed or rescheduled due to poor weather conditions such as heavy rain or high winds. We will notify you as early as possible in such cases.

## 7. Policy Updates

We reserve the right to update this Service Area & Booking Policy as needed. All updates will be posted on our website and will take effect immediately upon publication.