

Dear Valued Customer:

In an effort to provide a 5 star cleaning services experience for all clients, we are happy to announce some exciting changes to our company policies and procedures as well as new promotions and special offers for all of our clients.

Self-Service/Online Appointment Booking: You can now check our availability and book your appointments online at your convenience 24 hours a day on our website www.amcleaningservices.net. You can also modify or cancel your existing appointments online (within the guidelines of our cancellation policy).




New Promotions: Our website now features new promotions for both new and existing clients to take advantage of. Book your appointment on our website to take advantage of these special offers!

Referral Program: Get \$25 off for every referral you make. To receive this bonus, your referred client simply provides us with your name at the time of booking. Once your referral receives their first cleaning your discount will automatically be ready for redemption. *(Although only one \$25 bonus may be redeemed per cleaning, there is no limit on the number of referral bonuses you can earn.)*



Payment Options: For your convenience we offer a variety of payment methods including:

- Cash
- Check
-  PayPal
-    
- 
-  Cash App

These are great ways to avoid the possibility of incurring late fees for missing/late payments.

Cancellation Policy: We appreciate your business and understand that life happens. In the event that a last minute cancellation is unavoidable or if you simply forgot to cancel an appointment we will waive the cancellation fee as a one time courtesy. After the first cancellation, appointments not cancelled within the cancellation period will incur a \$49 fee.

Client Service Order Forms: All clients are being asked to fill out a short client service order form, which itemizes and details exactly what your cleaning expectations are for every cleaning as well as information necessary for our maids to prepare for your cleaning. This will enable us to cater to your individual cleaning needs and preferences as well as provide the same 5 Star service you expect with every cleaning.

Use the link below to access and submit this form before your next service appointment.

<https://forms.gle/4LtsPRezYxL2pQ4q9>

Feedback: We appreciate any and all suggestions or feedback regarding our performance. This information helps us better serve you, our valued client. You can provide feedback on our Facebook page or on Google. If you

prefer, you may call our office and speak with one of our staff members who will be happy to hear your feedback.

Use the links below to provide your feedback:

 **Facebook:** AMCleaningServicesRVA

 **IG:** AMCleaningRVA

 **Google:** <https://g.co/kgs/TWDHjP>

We thank you for being a loyal customer. Your business is very much appreciated and thank you for choosing AM Cleaning Services.