



## Terms of Service- Client Quick Reference Guide

*Our goal is to provide consistent, high-quality maintenance cleaning. The following guidelines help ensure every visit runs smoothly.*

### Before We Arrive

To allow our team to clean efficiently, please:

- Put away dishes, toys, laundry, and personal items
- Secure pets away from active cleaning areas
- Provide clear access to areas scheduled for cleaning
- Secure valuables and sensitive documents

Our team does not organize or store personal belongings to avoid loss or damage.

### Service Scope

Our services focus on **routine maintenance cleaning** designed to keep your home or workplace consistently clean and comfortable.

Services such as **window cleaning, interior cabinet cleaning, carpet extraction, or detailed specialty work** must be scheduled separately.

### Pets

We love animals, but for safety and efficiency:

- Pets must be secured during service
- We do not clean litter boxes, cages, or animal waste

Homes with multiple pets or elevated soil levels may require additional cleaning time.

### Scheduling & Access

Cleaning is performed by appointment.

Please ensure we can access the property at the scheduled time. If our team cannot enter, a **lockout fee may apply**.

### Changes to Your Home or Workplace

Please notify us if any of the following occur:

- New pets
- Additional occupants or staff
- Remodeling or construction
- Changes to flooring or layout

These changes may affect the time required to complete service.

### Cleaning Guarantee

We provide a **24-hour Clean Guarantee**.

If something is missed, please notify us within 24 hours so we can return and address it.

### Payment

- Residential services are due at time of service unless prepaid
- Commercial services are invoiced biweekly with NET 14 terms
- One-time services may require a deposit to reserve scheduling

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