

Terms of Service

Two Gals & A Mop, LLC

Effective Date: 09/22/2025

At Two Gals & A Mop, LLC, we're committed to delivering reliable, high-quality residential and office cleaning services. To keep things clear and fair for everyone, here are our service terms.

General

- By scheduling services or using the website, customers agree to the Terms.
- Business is licensed, bonded, insured, and employees are trained/background checked.
- Clients are responsible for payment and communication.

1. Scheduling & Appointments

- Appointments can be scheduled by phone, text, or email.
- We provide an **arrival window**, not an exact time, since traffic and other factors are unpredictable.
- We'll always notify you if we're running later than expected.

2. Deposits & Estimates

- In most cases, **no deposit is required** to book.
- For **new customers or one-time/move-in/move-out services**, a **50% deposit may be required** at our discretion.
- Deposits are applied to your final bill. If your deposit exceeds the cost, you'll receive a refund or credit.
- Deposits are refundable if canceled with proper notice (see cancellation section).

3. Cancellations & Reschedules

- Please give us **at least 24 hours' notice** if you need to cancel or reschedule.
- **Late cancellations** (less than 24 hours) may result in a **\$25 fee**.
- **Repeated last-minute cancellations** or same-day cancellations may be billed up to **\$75** to cover lost time and wages.
- If our team arrives and cannot access your home or office (lockout, no entry, etc.), a **\$75 fee** will apply.
- We may reschedule for weather, holidays, or staff emergencies.

4. Payment

- payment is due at the time of service unless other arrangements have been made.
- We accept: cash, check, card, Apple Pay, Venmo, PayPal, and bank transfers.
- Late payments (after 30 days) may result in suspended service until settled.
- Tipping is optional and always appreciated.

5. Customer Responsibilities

- **Access & Parking:** Please ensure our team has safe access to your property and a place to park nearby.
- **Valuables:** Please remove or secure jewelry, cash, and personal items before cleaning. While we are **bonded and insured**, this step protects your peace of mind and helps our cleaners focus on their work.
- **Preparation:** For best results, declutter surfaces, clear counters, and put away dishes before we arrive.
- **Utilities:** We need access to water and electricity during the cleaning.
- **Pets:** Friendly pets are welcome, but please secure aggressive animals for everyone's safety.

6. Safety & Limitations

- Our cleaners do not climb ladders higher than 2 steps or move heavy furniture/appliances.
- We do not handle **biohazards** (human/animal waste, blood, infestations, needles, etc.).
- Homes with severe clutter or unsafe conditions may be refused service.

7. Photos & Privacy

- We may take before-and-after photos for quality assurance, training, or proof of service.
- **If you prefer no photos**, simply request and complete our **Photo Opt-Out Form** and we will respect your request.

8. Respect & Professionalism

- Our cleaners work hard and deserve a safe, respectful environment. Service will be stopped if staff are threatened or treated disrespectfully.

9. Liability & Damage

- We take great care, but accidents can happen.
- We are bonded and insured, and will work with you on replacement or repair when appropriate.
- Damage must be reported within 2 business days.
- We are not responsible for normal wear and tear, faulty installations, or damage from using customer-provided products/equipment.

10. Satisfaction Guarantee

- If you are not happy with your cleaning, notify us within **24 hours**. We will make it right.
- Guarantee does not apply if you provide your own products/equipment.

11. Non-Solicitation

- By using our services, you agree not to hire our staff directly. We invest in training and background checks, and this policy protects both us and our employees.

12. Right to Refuse Service

We reserve the right to cancel or reschedule services if:

- Conditions are unsafe, unsanitary, or significantly different than described.
- Pets or people make it unsafe for our team.
- Respectful treatment is not provided.

13. Changes

We may update these Terms from time to time. The latest version will always be posted on our website.

14. Contact Us

Two Gals & A Mop, LLC

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Email: 2gals@2galsandamop.com

Website: www.2galsandamop.com