



Confluence Cleaning Client Policies

Updated November 30, 2025

1. Scheduling & Home Access

Clients are responsible for ensuring **safe and timely access** to the home at the scheduled service time.

If our team is unable to access the home within **15 minutes** of arrival, the appointment may be cancelled and a cancellation fee may apply.

Please notify us in advance of any changes to entry instructions, alarm systems, lockboxes, parking restrictions, pets, or access concerns.

2. Cancellations & Rescheduling

We require a minimum of **24 hours' notice** for cancellations or rescheduling.

Appointments cancelled with insufficient notice may be charged **50% of the scheduled service fee**.

Repeated last-minute cancellations may result in removal from our regular service schedule.

3. Pricing, Estimates & Scope of Work

All pricing is based on the **average condition** of the home at the time of booking.

Heavily soiled or cluttered may require additional time and may result in additional charges.

Move-in/move-out cleans and deep cleans are estimates only. Actual time and cost may vary depending on the condition of the home on the day of service.

If additional time is required, we will make reasonable efforts to communicate this during the service.

4. Payment Terms

Payment is due **on the day of service**, unless otherwise agreed to in writing.

Accepted payment methods may include e-transfer, credit card, cheque, or cash.

Outstanding balances may result in suspension of future services until the account is brought current.

5. Preparation & Clutter

To ensure the best possible results, we ask that surfaces be **reasonably clear of excessive clutter**.

We do not organize personal belongings unless this has been **pre-approved as an add-on service**.

Excessive clutter may limit cleaning results and may require additional time, added fees, or rescheduling.

6. Scope of Service – What We Do Not Clean

For health, safety, and insurance reasons, we do not clean:

- Biohazards (blood, bodily fluids, human or animal waste, mould)
- Hoarding situations unless previously discussed and approved
- Interior windows or areas requiring ladders higher than a 2-step ladder
- Areas requiring heavy lifting or moving of large furniture or appliances
- Appliances beyond light cleaning unless booked as an add-on

7. Breakage, Damage & Liability

Our team treats every home with care. On the rare occasion that something is accidentally damaged during a cleaning, please let us know within 24 hours so we can look into it together.

If appropriate, we will arrange a reasonable repair or replacement, based on the item's fair market replacement value. We are unable to cover sentimental value or unverified claims. We are not responsible for items that are fragile, unstable, already damaged, or affected by normal wear and tear.

For peace of mind, we kindly ask that items of high value, sentimental importance, or that are irreplaceable be put away prior to our arrival.

Any reimbursement requires reasonable proof of value (such as a receipt or comparable retail pricing) and will not exceed the cost of the scheduled cleaning service, unless otherwise required by law.

8. Satisfaction Guarantee

If you are not satisfied with an area cleaned, please notify us within **24 hours**, and we will return to address the issue where reasonable.

Refunds are not provided for services already completed, but we are committed to fair and timely resolution.

9. Illness & Health Policy

If anyone in the home is experiencing symptoms of a **contagious illness** (including flu, COVID-19, fever, stomach illness, or similar), clients must notify us as soon as possible to reschedule. A cancellation fee is not charged due to illness as long as we are notified prior to our teams' arrival.

If our team arrives and illness is present in the home, we reserve the right to **leave immediately** to protect staff health. In this case, **50% of the scheduled service fee will be charged**.

We appreciate the same understanding if a member of our team becomes ill. In the event we need to cancel or reschedule due to staff illness, we will provide as much notice as possible and **no fees will be charged** to the client.

10. Health, Safety & WorkSafeBC Compliance

We reserve the right to stop or refuse service if conditions are unsafe for our staff, in compliance with **WorkSafeBC regulations**.

11. Respectful Workplace Policy

We maintain a **zero-tolerance policy** for harassment, discrimination, or aggressive behaviour toward our staff.

Any behaviour deemed unsafe or inappropriate may result in immediate termination of services.

12. Policy Updates & Acceptance

These policies are subject to change at any time.

Continued use of our services indicates acceptance of the current policies.