

# Simply Clean Spokane Prices & Payment Policy

## Initial and one time deep cleaning

We have a 2 hour minimum charge of \$100.00. If one of our employees cleans for 2 hours or less the customer will be charged \$100.00.

The minimum charge is met by one person cleaning for up to 2 hours, or a team of 2 cleaning for 1 hour each. Always count total hours, which is the number of hours worked times the number of our employees doing the cleaning.

Certain outlying areas are subject to an additional transportation charge. After the minimum charge our hourly rates are:

\$50.00 per hour, per person.

We round up to the nearest 15 minute increment.

## Cancellations

It happens. Sometimes someone gets sick, a family emergency arises, or some very important forgotten event sneaks up on us. It could be in your life or a housekeeper's life. If your housekeeper gets ill, is kept away by severe weather conditions or for some other reason cannot get to the job, we will do our best to find a replacement housekeeper or work with you to reschedule your cleaning.

Should you feel it is best to cancel and/or reschedule your cleaning we ask to be notified as soon as possible. We ask that a minimum of 48 hours notice is given to cancel or reschedule your appointment. When a cancellation happens that doesn't allow enough time for another job to replace it, it can be a hardship to our cleaners.

**Cancellations with less than 24 hours notice will be charged a \$50 fee.**

Payment is expected on your service day. Under certain circumstances other, pre-arranged, payment plans can be made. We reserve the right to charge a \$35.00 service fee on checks returned NSF for any reason and a \$10.00 late fee if payment is not received within 30 days of the date of cleaning. If, prior to the date of cleaning, Simply Clean Spokane agreed to send an invoice to the customer, rather than collecting a check on the day of service, we reserve the right to apply a 10% late fee, per day to accounts not paid within thirty days of the invoice date. There is a 3.1% credit card processing fee for all payments made using a card.

## Budgets

We are happy to accommodate a set budget with our customers. When working within a budget, we kindly request a priority list to ensure that our cleaners can efficiently address your top priorities within the allotted time.

Please feel free to adjust this list as needed for each cleaning session. We kindly ask that you inform us of any changes or additions to your cleaning requirements when you receive your cleaning confirmation texts.