



## Home Entry

We offer 3 entry options to choose from:

1. You opt to be home to allow access to your home on the day of the service. Awaken to Eco cannot guarantee the exact arrival times but we do offer one-hour arrival windows up until 4pm. The first appointment of the day is between 8:30-9am, we continue with the one-hour arrival windows for the rest of the day.

2. You provide a key or code to gain access to the home. Keys will be placed in a secure safe at the Awaken to Eco office. Our driver or team will be issued a key the day of your scheduled service to gain access to your home. The key will be signed out by our driver or team and signed in after each scheduled service and placed back in the safe. The keys are not marked with any of your personal information in case they are lost. In the event the code given is not correct and our cleaners cannot gain access to your home, you are responsible for the lock out and a cancellation fee of \$100.00 will be charged for that service.

3. You can purchase a lock box to place a key inside and provide Awaken to Eco with the pass code. If for any reason the key is not in the lock box or the code does not work when our cleaners arrive to clean your home, you are responsible for the lock out and a *cancellation fee of \$100.00 will be charged for that service.* **NOTE: Occasionally, people ask if they can “hide a key for us” for cleaning day. We are happy to keep your spare key in our office where we can be sure it’s secure. Otherwise, our insurance provider prohibits us from retrieving keys from under mats, potted plants, statues of cherubs, ect.**



## Home Alarms Systems

Awaken to Eco will not be liable for any false alarms charges due to code changes not brought to our attention before servicing your home.