

Client Code of Conduct

At Little Sparkle Cleaning Services, we strive to create a professional and respectful relationship with all of our clients. This Client Code of Conduct outlines our expectations for mutual respect, safety, and communication during the provision of our services. It ensures that both our clients and employees are able to work together in a positive and cooperative environment.

1. Respect for Staff	<ul style="list-style-type: none"><li>Treat Employees with Respect: Clients are expected to treat our employees with courtesy and respect at all times. Any form of harassment, discrimination, or verbal abuse will not be tolerated.</li><li>No Discrimination: We expect our clients to respect the diverse backgrounds of our employees and refrain from engaging in any discriminatory or offensive behaviour.</li></ul>
2. Access to Property	<ul style="list-style-type: none"><li>Access to Property: Clients must ensure that the areas to be cleaned are accessible to our staff. If access is restricted or areas are locked, cleaning services may be delayed or rescheduled, and the client may incur additional fees.</li><li>Clear Communication of Expectations: Clients are expected to clearly communicate any specific instructions or preferences for the cleaning service to be provided. This includes any sensitive areas or special requirements.</li></ul>
3. Health and Safety	<ul style="list-style-type: none"><li>Safe Environment: Clients must provide a safe environment for our cleaning staff. This includes ensuring that the premises are free from hazardous materials,</li></ul>

	<p>chemicals, or situations that could potentially endanger our staff's health and safety.</p> <ul style="list-style-type: none"><li>• Health Considerations: Clients should notify us in advance of any specific health conditions or allergens present in the property, such as pet dander or sensitive cleaning requirements.</li><li>• Health Guidelines for Illness:<ul style="list-style-type: none"><li>• If any household member or anyone present at the property is feeling unwell (e.g., showing flu-like symptoms, fever, coughing, or other contagious symptoms), we ask that clients reschedule the cleaning service to ensure the health and safety of our staff.</li><li>• Clients are encouraged to inform us of any illnesses in the household, especially if they may pose a risk of transmission, so that we can take appropriate precautions, including rescheduling or adjusting our cleaning methods.</li></ul></li></ul>
<b>4. Property Care</b>	<ul style="list-style-type: none"><li>• Respect for Property: Clients must ensure that valuable or fragile items are securely stored or removed before the cleaning service. While we take great care with all property, Little Sparkle Cleaning Services will not be held responsible for any damage to items that were not properly secured.</li><li>• Notification of Property Issues: If any issues with property damage or items of concern arise during cleaning, clients should inform us immediately so that we can address the issue in a timely manner.</li></ul>
<b>5. Payment and Pricing</b>	<ul style="list-style-type: none"><li>• Prompt Payment: Clients are expected to pay for services promptly upon completion, as agreed in the terms of service.</li></ul>

	<p>Any delays or non-payment could result in further action being taken, including additional charges for late payments.</p> <ul style="list-style-type: none"><li>• <b>Agree to Rates and Charges:</b> Clients must agree to the pricing structure for services as outlined in the initial agreement. Any additional services beyond the original scope will incur extra charges and will be discussed with the client before the work is carried out.</li></ul>
<b>6. Communication</b>	<ul style="list-style-type: none"><li>• <b>Clear Communication:</b> Clients should provide us with clear instructions and expectations in advance of services. If any changes to the requested services or schedule are needed, clients should notify us as soon as possible.</li><li>• <b>Feedback:</b> We encourage feedback from our clients, both positive and constructive. Clients should feel free to voice any concerns or comments about the service they have received, as this helps us continually improve and meet expectations.</li></ul>
<b>7. Rescheduling and Cancellations</b>	<ul style="list-style-type: none"><li>• <b>Cancellation Policy:</b> Clients are asked to notify us of any cancellations or rescheduling at least 24 hours before the scheduled cleaning. Failure to do so may result in cancellation fees.</li><li>• <b>Changes to Service Schedule:</b> If changes need to be made to the service schedule, clients should inform us at the earliest opportunity to ensure that we can accommodate the request.</li></ul>
<b>8. Unforeseen Circumstances</b>	<ul style="list-style-type: none"><li>• <b>Unforeseen Issues:</b> In the event of any unforeseen issues, such as illness, weather conditions, or emergencies, Little Sparkle Cleaning Services will make every effort to</li></ul>

	<p>notify clients as soon as possible and reschedule services accordingly.</p> <ul style="list-style-type: none"><li>• Disruptions: If a service is interrupted due to unforeseen circumstances, we will make efforts to complete the work on a later date. However, clients may be charged for services rendered up to that point.</li></ul>
<b>9. Confidentiality</b>	<ul style="list-style-type: none"><li>• Respect Client Privacy: Little Sparkle Cleaning Services is committed to maintaining the confidentiality of all client information. Clients can trust that their personal details and property will be handled securely and with the utmost respect.</li><li>• Data Protection: Any information shared with Little Sparkle Cleaning Services will be stored in compliance with the relevant data protection regulations.</li></ul>
<b>10. Mutual Cooperation</b>	<ul style="list-style-type: none"><li>• Cooperation: We expect clients to cooperate with our team to facilitate a smooth and efficient cleaning process. This includes providing timely access to the property, clear instructions, and adherence to the terms of service.</li><li>• Working Together: Both clients and staff are expected to communicate openly and work together to ensure the success of the cleaning process. Misunderstandings or disputes should be handled in a respectful manner.</li></ul>

This Client Code of Conduct is designed to ensure a safe, respectful, and professional relationship between Little Sparkle Cleaning Services and our clients. By adhering to this Code of Conduct, we can maintain high standards of service and ensure a positive experience for all parties involved.

