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**General Company Policies (Applicable to All Customers)**

* **Payment Terms**: Payment is due at the time of service or upon invoicing. Late payments may result in suspension of services until paid in full. Continued late payments may result in cancellation of all future services.
* **Cancellation Policy**: Clients must notify the company of any cancellation at least 24 hours before the scheduled cleaning time. Cancellations made after this period will incur a $50 cancellation fee (exceptions made for illness/injury).
* **Liability and Damages**: The company is not liable for any pre-existing conditions or damages during cleaning unless caused by employee negligence. Customers must report any damages within 48 hours of service.
* **Satisfaction Guarantee**: If the customer is not satisfied with the cleaning service, they must notify the company within 24 hours, and a re-clean will be scheduled at no additional cost.
* **Supplies and Equipment**: All supplies and equipment are provided by the company (except for toilet bowl brushes) unless otherwise discussed.
* **Lockout Fee**: In the event that our cleaning staff arrives at the scheduled service time and is unable to access the premises due to no fault of our own, a $50 **lockout fee** will be applied. This includes, but is not limited to, situations where:
	1. The key or access code is unavailable or incorrect.
	2. The previous guest has not checked out by the agreed-upon time, preventing our team from starting the cleaning.
	3. The client or representative is unavailable to grant access
	4. The property is locked, or there are barriers preventing access, such as miscommunication regarding entry instructions.

The fee covers the cost of the team’s travel, time spent attempting to access the property, and any delays caused to subsequent bookings. The lockout fee is due immediately upon receipt of the invoice and must be paid before any future cleaning services can be scheduled.

**Residential Customer Policies**

* **Scope of Service**: Residential cleaning typically includes tasks such as dusting, vacuuming, mopping, bathroom cleaning, and kitchen surface cleaning. Any additional services (e.g., inside of appliances, deep cleaning) should be specified and billed separately.
* **Frequency**: The cleaning schedule can be customized (weekly, bi-weekly, monthly, or one-time).
* **Access to Home**: Residential customers must ensure access to the home on the day of cleaning. A spare key, garage code, or specific entry instructions should be provided if the customer is unavailable.
* **Pets**: Customers must inform the company of any pets in the home. If pets are present, cleaners may take extra precautions or may decline service if the pets are aggressive

**Short-Term Rental (Airbnb, Vacation Homes) Policies**

* **Turnover Cleaning**: Short-term rental cleaning includes essential tasks like changing linens, cleaning bathrooms, sanitizing kitchen areas, and ensuring the property is ready for new guests. Additional services, such as restocking supplies, may incur extra charges.
* **Timeframe for Cleaning**: Cleaning must be completed between guest check-out and check-in times. If additional time is required due to high volume or larger properties, it should be discussed and agreed upon in advance.
* **No Cleaning During Occupancy**: Cleaning staff will not enter the short-term rental unit if it is occupied by anyone (i.e.: guests, property manager, etc.) unless otherwise notified/discussed in advance. If the home is occupied without notice, the cleaning will be rescheduled, and a lockout fee will apply.
* **Communication**: The property owner or manager must provide clear instructions for entry, including access codes or keys, and notify the cleaning team about special requests, such as specific check-in/check-out times.

**Commercial Customer Policies**

* **Scope of Service**: Commercial cleaning can include office cleaning, floor care, indoor window washing, trash removal, and restroom sanitation. Additional specialized cleaning (e.g., post-construction, carpet cleaning) may have its own rates.
* **Cleaning Hours**: Cleaning should take place during off-hours or after business hours to minimize disruption to employees and clients, unless otherwise agreed.
* **Employee Conduct**: Cleaners will follow professional behavior, including respect for employees, confidentiality, and maintaining a quiet and efficient work environment.
* **Frequency and Scheduling**: Commercial cleaning may be daily, weekly, or on a customized schedule based on business needs. A minimum commitment or contract duration may be required.
* **Safety and Security**: The company’s cleaning team will adhere to all safety regulations. Clients must notify cleaners of any potential hazards (e.g., loose cables, slippery floors). Any security measures (e.g., security codes, building access procedures) must be shared in advance.
* **Building Access**: If required, a point of contact must be provided for building access, security clearance, or any specific instructions about the premises.
* **Insurance**: Commercial clients may request proof of insurance, especially for larger facilities. The cleaning company should provide a certificate of insurance for liability and worker’s compensation coverage.

**Additional Considerations**

* **Health & Safety**: Our employees are trained in proper safety protocols, including the handling of cleaning agents, equipment, and maintaining a clean working environment. All cleaning products used are approved for safe use in residential and commercial spaces.
* **Amendments to Policies:** These policies may be revised periodically. Clients will be notified of any significant changes in service terms or policies.