

Home Haven Maids – Terms & Conditions

Last updated: 10/01/2025

Welcome to **Home Haven Maids** (“we,” “our,” “us”). By booking or receiving our cleaning services, you (“client,” “you,” or “your”) agree to the following Terms and Conditions. These policies ensure a safe, transparent, and professional experience for both our clients and our cleaning professionals.

1. Services Provided

- We provide residential and commercial cleaning services, including standard, deep, and move-in/move-out cleanings.
- Any custom requests must be confirmed in writing before service.
- We reserve the right to refuse or reschedule service for safety reasons, unsanitary conditions, or environments deemed unsafe for our staff.

2. Client Responsibilities

- Please ensure property access at the scheduled time.
- Secure pets and store fragile or valuable items before service.
- Provide accurate gate or alarm codes, if applicable.
- Home Haven Maids is not responsible for delays or missed appointments caused by inaccessible properties.

3. Safety & Security

- All team members undergo background checks and professional conduct training.
- Our maids are fully insured and bonded for your protection.
- Clients should not request or offer private work directly to our cleaners. All scheduling and payments must go through Home Haven Maids.

4. Payment Terms

Standard Services

- A **50% deposit** is required at booking to secure your appointment.
- The **remaining 50%** is due immediately upon completion of the cleaning service.

Large or Multi-Day Services

- For deep cleans, move-in/move-out jobs, or services exceeding **\$1,000**, payment is divided into three parts:
 1. $\frac{1}{3}$ **deposit** to confirm the booking,
 2. $\frac{1}{3}$ **midway through or on the day of service**,
 3. $\frac{1}{3}$ **upon completion and approval**.

Recurring Clients

- Recurring (weekly, bi-weekly, or monthly) clients are billed automatically per visit or prepaid monthly.
- Prepaid monthly clients may qualify for loyalty discounts.

Late or Failed Payments

- Payments are due at the time of service unless otherwise agreed in writing.
- A **\$25 late fee** may apply to overdue invoices after 7 days.
- Accounts over 30 days past due may be referred to collections.

5. Cancellation & Rescheduling

- Cancellations or reschedules must be made at least **24 hours in advance**.
- A **50% cancellation fee** may apply to same-day cancellations, lockouts, or last-minute reschedules.
- Consistent last-minute cancellations may lead to service termination.

6. Damage & Breakage

- We take great care with your property, but accidents can happen.
- Any damage or concerns must be reported within **24 hours** of service completion.
- Home Haven Maids carries liability insurance to cover verified claims directly caused by our team.
- We are not responsible for damage to improperly secured or pre-existing fragile items.

7. Satisfaction Guarantee

Your satisfaction matters. If you are unsatisfied with an area we cleaned, contact us within **24 hours**, and we'll re-clean the area at no charge.

This guarantee excludes pre-existing damage, permanent stains, or conditions beyond our control.

8. Privacy & Confidentiality

- All client information, addresses, and service details are kept strictly confidential.
- Our staff are prohibited from taking photos or sharing client information publicly.
- We comply with all applicable data protection and privacy laws.

9. Health & Safety

- We use eco-friendly cleaning products whenever possible.
- Please inform us of any allergies or sensitivities in advance.
- For safety reasons, we do not handle human or animal waste, mold, pest infestations, or biohazards.

10. Liability Limitations

- We are not responsible for damage due to wear and tear, pre-existing conditions, or issues unrelated to our services.
- Home Haven Maids is not liable for lost or missing items unless proven to be taken by our staff.

11. Termination of Services

- We reserve the right to refuse or discontinue service for safety reasons, nonpayment, or inappropriate conduct.
- Clients may terminate recurring services with at least **7 days' written notice**.

12. Governing Law

These Terms and Conditions are governed by the laws of the State of **[Insert Your State]**, and any disputes shall be resolved in **[Insert Your County/State]**.

13. Agreement

By booking or receiving cleaning services from Home Haven Maids, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.