



THE CRUNCHY CLEANER

LAUREN SCHROEDER

302-662-0114

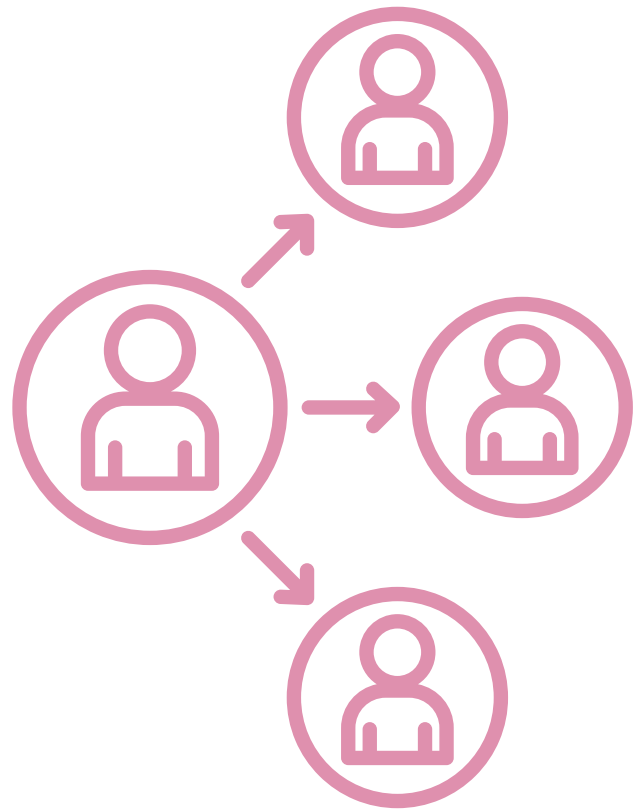
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**INSURANCE INFORMATION AVAILABLE UPON
REQUEST**

**NEW CLIENT INFORMATION
PACKET**

REFERRAL

PROGRAM



Both you and your referral get 15% off your services when you both book one month of weekly cleans.

Discount is only valid for one month of cleans and must be the equivalent of four cleans purchased in advance.

Discount does not apply to a first time, deep clean, air bnb, or a move in/out clean.

Cannot be combined with any other offer and has no cash value.

TERMS & CLAUSES

Cleaning Standards: As a standard of clean at The Crunchy Cleaner, I focus on using low/non-toxic cleaners and natural methods whenever possible to get your home clean. As a Respiratory Therapist, I take great care to limit the harmful exposure to chemicals and would love to make sure I do the same for you and your family. Please be sure to let me know of any allergies or intolerances before your first clean.

Pricing & Payment: All final quotes are done after an in-person walk through of your home. Pricing depends on the square footage of your home, cleaning package desired, pets, and smaller details like number of floors, and flooring type. Estimates may change at any time with the addition of any new spaces cleaned. **Payment is due at the beginning of service. Failure to pay within 15 minutes of the start time of your service will result in a cancellation or re-schedule of your clean.* Payment is accepted in the form of Cash or Venmo for no fee. A 3% service fee will be added to all card transactions.

Payments made before service allow us to clean our way out of the home and not need to come back inside or wait for payment before we head to our next home.

Cancellations & Rescheduling: We understand that sometimes there are reasons for cancellations. We request that you cancel your clean no later than 6 hours before your scheduled cleaning time. If you need to re-schedule your clean, please do so as soon as possible so that we may fit you in the schedule in a timely manner. Please note that we cannot guarantee your cleaning will be on the same day, or at the same time as your original time slot. We allow two consecutive cancellations, after the second cancelled cleaning in a row, we reserve the right to end this agreement. A cancellation fee will be collected at the time of cancellation. **Skip week/cancellation fees are \$75.** This goes directly to the cleaner to cover their time.

Please note, that any sickness (cold, flu, allergies, etc.) from anyone in your home, yourself, or our cleaning team will result in a re-schedule of your clean. Please call us at the first symptom of sickness to reschedule.

Pets: Please put your pets away. We understand that some animals, like cats, aren't typically put in a kennel and are harder to contain, but please try to limit them to one room while we clean. We suggest a laundry/mud room or a smaller bathroom. All other animals (dogs, birds, rabbits, ferrets, etc.) must be put away for the entire duration of the clean. There are no exceptions to this policy. We will not clean litter boxes or clean pet urine or feces. If your pet has an accident, please clean up after them.

Equipment & Supplies: We limit the use of fragranced products and try to maintain a low/non-tox cleaning supply stock. There are certain products we use that are "Name Brand" such as stainless steel cleaner, and cleaner for countertops such as marble. All equipment is supplied by us. We thoroughly disinfect and sanitize all cleaning materials and cleaning rags at the end of each day. If there is a specific product you would like us to use at your home, please let us know. There are certain chemicals we will try to avoid such as highly fragranced chemicals and bleach. We do not use homeowners supply of products unless it is requested (for example, stone floor cleaner).

Liability & Insurance: We carry liability insurance and are a fully licensed business.

Permission to record & photograph: We kindly ask that you allow us to photograph or record our work inside your home. Photos or videos will not contain personal or private information, nor any identifiable details related to you or your home location. This includes phone numbers, addresses or names. Photos or videos will consist of before and afters of rooms, and small details and may be used on social media. Please note that permission can be rescinded at any time and is not mandatory. If you do not give permission, we will not photograph. Please sign the additional document attached to acknowledge if you would like to give permission.

Confidentiality: The confidentiality of your home and valuables are important to us. We will never disclose your personal information such as full name, phone number, address, home details or any other personal information. We will not enter any off-limits rooms or rooms we are not contracted to clean.

Scope of Services: Our scope of services is limited to basic house cleaning. We do not clean pet messes or litter boxes, vaulted ceilings, windows that require a ladder taller than two steps, un-finished paint or un-sealed, or painted furniture or stone. We do not make bunk beds or sofa beds. We do not move furniture or appliances to clean under or behind them (unless a move out clean). Small area rugs are moved to clean under as needed. Carpet shampooing will be referred to a carpet cleaning company as well as rug and upholstery cleaning. We do not replace light bulbs or work with any plumbing or home improvement projects. We will not clean any broken furniture, decor, or damaged areas of your home. We will not clean nor move large collections of books, magazines, figurines, or fine china. We will dust to our best ability around these items.

Accidentals: Accidents happen. We are human and we may make a mistake and clean something you don't want touched, or knock a mirror or photo off the wall when dusting. Please note, that any damages or incidents that occur during normal cleaning are not intentional. If a photo frame falls off the wall with our swiffer duster taking a gentle glide over it, chances are the frame was not mounted correctly to the wall. Please ensure that you have items secured properly, remove them before cleaning, or speak with us prior to your cleaning and we will mark it as a do not touch item.

Clutter: We understand that you are living in your home and we do not expect you to clean before the cleaners. **However**, we are house-cleaners, not house-keepers. We will not pick up excess laundry and or trash and we will not sort through clutter. Please pick up baskets off the floor, or remove any stacked books or magazines if you would like us to clean under/around them. **Before our arrival, you must pick up all dirty laundry and trash such as clothing tags and dryer sheets.** Areas with excess clutter may be skipped all together and we will notify you at the end of the clean if there are any areas that were skipped over.

Frequency of Services: Services are quoted based on a weekly, bi-weekly, monthly, or move-in/out clean basis. Any change to the frequency of desired services need to be requested **at least two weeks** in advance of your next clean.

Accessibility To The Home: During your walk-through, we will discuss what rooms and spaces are to be included in your service. If there are any off-limits rooms or spaces, we need to be made aware on the day of the walk-through. If there is any reason you will not be home for the clean, please provide any alarm codes and the telephone number to the alarm company (if applicable) and the local non-emergency police department line.

Safety: Our cleaning team safety is our top priority with your satisfaction being a close second. Without our team, your home can't be cleaned. Our cleaners will not wear open toed shoes, nor take their shoes off inside your home. We ensure that we will sweep and mop our way out. We keep our shoes on to prevent stepping on things such as broken glass, or other hazards. If you prefer that we wear shoe covers while we are in your home, please let us know. **The thermostat MUST be set between 68 – 72 degrees F or below in the summer months. In the winter months, the thermostat must be set between 65 – 70 degrees F. Please set the thermostat to this temperature range before our arrival so the home is a comfortable temperature for our cleaners.** If the home temperature is too hot or too cold, it could present an unsafe working condition. If we must leave the clean early due to temperature related issues, we will contact you immediately to re-schedule.

Minors In The Home: We will not provide a cleaning service with unattended children present (anyone under 18 years old). Please be attentive to your child's needs and do not leave them unattended. Please arrange alternate childcare if necessary and do not leave them behind if you need to leave the home for any reason. We are not babysitters. Any child care concerns or incidents will result in the immediate cancellation of your clean with no refunds or re-schedules and a termination of this agreement.

Client Etiquette: We understand that part of bringing on a new cleaner, or hiring a cleaner for the first time can be an adjustment and we certainly hope to create a healthy client/cleaner relationship. We kindly ask that you let the cleaners clean while they are in your home. Please do not follow them around to inspect their work after each area is cleaned. Instead, allow us to clean the entire job, and follow up with us if there is an area that needs attention. Please note that we love to get to know you, however, we are here to provide a service and lengthy conversations cut into our cleaning time. Please refrain from discussing politics, and personal beliefs with us during our working time. We will not engage in this type of conversation. Please call Lauren at 302-662-0114 after your clean if there is anything that needs to be addressed.

TYPES OF CLEANS:

Each type of clean is different and your needs may not be the same as everyone. That's why we do an in-person walk through to discuss your needs, budget and honest expectations. If your estimate comes back higher than expected, call me. I will do my best to create a plan that works for you and your needs and fits within your budget.

STANDARD CLEAN:

- **GENERAL AREAS**

- High and low dust every room
- Dry and damp dust all surfaces
- Dust ceiling fans and light fixtures
- Dust blinds and window sills
- Dust photo frames (please make sure your frames are properly secured to the wall)
- Clean mirrors
- Empty trash cans and replace liner
- Clean glass doors (sliding glass doors, french doors, etc.)
- Vacuum or sweep and mop

- **KITCHEN**

- Spot clean cabinet and drawer faces
- Clean stove top
- Clean microwave interior
- Wipe appliance faces (polish stainless steel)
- Wipe counters and backsplash
- Wipe down coffee maker
- Clean the sink (Please ensure there are no dirty dishes in the sink)
- Empty trash and recycle and replace liner
- Freshen garbage disposal
- Dust light fixtures
- Sweep and mop

- **LIVING ROOM**

- Dust mantle/entertainment center
- Dust and surface clean coffee and end tables
- Fluff cushions and fold throw blankets
- Clean glass doors (sliding glass doors, french doors, etc.)
- Dust light fixtures and lamps
- Vacuum or sweep and mop
- Empty trash cans and replace liner

- **BEDROOMS**

- 1 bedroom sheet changed included (Please provide clean sheets)
- Tidy pillows
- Dust and clean all surfaces
- Dust ceiling fans and lamps
- Vacuum or sweep and mop
- Clean glass doors (sliding glass doors, french doors, etc.)

- **BATHROOMS**

- Dust blinds, light fixtures and vents
- Clean mirrors
- Disinfect sink, toilet, shower
- Wipe baseboards and around toilet bolts
- Scrub shower and tub (clean and dry glass doors)
- Empty trash and replace liner
- Sweep and mop

DEEP CLEAN:

- All standard cleaning items plus
 - All baseboards
 - Doors
 - Woodwork
 - Cabinet faces and drawer faces
 - Inside the stove
 - Deep clean trash cans (don't put a new bag in yet!)

MOVE OUT CLEAN:

- A move out clean will address every nook and cranny of the home
 - Walls
 - Baseboards
 - Cabinets and drawers inside and out
 - Move appliances to clean behind them
 - Lights and light switches
 - Closets, pantries and linen closets
 - Windows and window tracks
 - Interior and exterior doors
 - Washer and dryer cleaned
 - Dishwasher sanitized and filters cleaned
 - Clean vents
 - Clean drains
 - Vacuum or sweep and mop
 - Sweep/blow out garage if applicable
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Homes must be completely empty of all personal belongings before a move out clean will be started. Depedning on the home condition, multiple days may be required to complete the project.

All first-time cleans, known also as an initial clean, are estimated as a deep clean. This is to ensure we are able to bring your home up to our cleaning standards. Deep cleaning also ensures that your maintenance cleans are just that. Maintenance.

We estimate all cleanings on a weekly, bi-weekly, or monthly basis.

Estimates vary based on things such as home size, flooring type, pets, desired rooms cleaned, desired add-ons such as laundry or bed making, and frequency of cleanings.

ADDENDUM 10/2025:

Pest Infestation Policy

At The Crunchy Cleaner, the safety and well-being of our staff is our top priority. To ensure a safe working environment and to maintain the quality of our services, we require all clients to disclose any known pest infestations prior to a new client walk-through or scheduled cleaning appointment.

Policy Details

1. Mandatory Disclosure

- Clients must inform The Crunchy Cleaner if their home has an active pest infestation (including but not limited to cockroaches, bed bugs, fleas, rodents, or other harmful pests).
- Failure to disclose such information places our staff at risk and compromises the safety of equipment and future client homes.

2. Penalties for Non-Disclosure

- If our team arrives and discovers an active pest infestation, the cleaning appointment will be immediately canceled.
- A mandatory infestation fee of \$200 will be applied to treat and replace tools
- Additionally, a cancellation fee of \$75 will be charged for the missed appointment.

3. Service Suspension & Requirements for Rescheduling

- Cleaning services will be suspended until the infestation has been professionally treated.
- Before services can resume, the homeowner must provide a written letter from a licensed, local pest control company confirming that the property has been treated and is clear of pests.
- Once this documentation is received and verified, regular cleaning services may resume.

4. Right to Refuse Service

- The Crunchy Cleaner reserves the right to refuse service to any client who fails to comply with this policy or who repeatedly schedules cleanings without properly addressing pest issues.

Acknowledgment

By scheduling services with The Crunchy Cleaner, clients agree to abide by this Pest Infestation Policy and accept full responsibility for any associated fees and service suspensions.

By signing below, I agree that Lauren Schroeder, "The Crunchy Cleaner", has permission to record and photograph their work in my home and post on social media pages. I agree that at any time, I rescind this permission, I must notify Lauren Schroeder, "The Crunchy Cleaner", as soon as possible. I acknowledge that Lauren Schroeder, "The Crunchy Cleaner", will abide by the terms set forth in this policy regarding photographs and will only photograph or record as it pertains to the job contracted for.

Client Name: _____

Client Signature: _____

Today's Date: _____

I _____ have read and agree to the terms as outlined above. I understand that any violation of these terms will result in a cancellation of all future cleanings and will permanently end this agreement. Any updates to the terms and clauses in this agreement will be provided in writing, at the first possible time to all clients.

Client Name: _____

Client Signature: _____

Today's Date: _____