



CLIENT GUIDELINES



Magnolia Cleaning
company

WWW.THEMAGNOLIACLEANINGCOMPANY.COM

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WELCOME!

Thank you for choosing **Magnolia Cleaning Company**. We are honored to care for your home. Our goal is simple: to provide *thoughtful, reliable cleaning services that help your home feel calm, refreshed, and well cared for*. These guidelines are designed to set clear expectations and ensure a smooth experience for both you and our team. We believe great service comes from **trust, communication, and attention to detail**—and we look forward to working with you.

Please take a few minutes to review this document and sign it before your first appointment. These policies are designed to help us work together smoothly. If you have any questions, reach out anytime!

ABOUT US:

At Magnolia Cleaning Company, we believe cleaning is more than a checklist. It's about consistency, respect for your space, and creating an environment that supports your everyday life.

We proudly serve homes of all sizes and styles, offering dependable service with a refined touch. Whether your home is modest or expansive, our standards remain the same.

Our Values

- RESPECT FOR YOUR HOME AND BELONGINGS
 - CLEAR COMMUNICATION
 - RELIABLE, HIGH-QUALITY WORK
 - PROFESSIONALISM WITH A PERSONAL TOUCH
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ABOUT THE OWNER:



Hi! My name is Kristen and I am the founder of **Magnolia Cleaning Company**. My journey in cleaning began with move-out and deep cleanings, along with commercial projects, where I quickly learned the **importance of thoroughness and reliability**. When I transitioned to residential cleaning, I noticed a common frustration among clients: **no-shows, corner-cutting, and disappointing service experiences were all too frequent**.

That's why I created **Magnolia Cleaning Company** with a *different* approach. We blend **deep cleaning expertise** with **regular maintenance**—because while my clients know *how* to clean, they simply *don't have the time* or energy to detail their homes the way they **deserve**.

My priority is to bring peace of mind and elevate the everyday lives of the people we serve, one beautifully cared-for home at a time.

WHAT THIS MEANS FOR YOU

- **Consistent Faces:** We are a small team. A small team means **familiar faces** and **consistent care** at every visit.
 - **Real Accountability:** Every Technician is an employee who is **trained, insured, and aligned** with our values.
 - **Peace of Mind:** Background checks, workers' compensation, and ongoing training **protect you and your home**.
 - **Professional Care:** We select team members for their **capabilities** and their **professionalism, reliability, and positive attitude**. Unlike other large companies- we know each of our employees **personally**. We **never** contract out unknown faces.
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What To Expect:

We approach every home with **care, attention** and **respect**. Our goal is to make your home shine with *consistent, thorough* service using non-toxic, eco-friendly products that are safe for most materials.

- You can count on **email and text reminders** with your estimated start time with services typically between **8:00 AM - 5:00 PM** .
 - A **comprehensive standardized checklist** left after each cleaning documenting which areas were serviced and tasks performed.
 - **Clear communication** if anything needs attention or cannot be completed safely.
 - We'll send an **email reminder** three days before your appointment.
 - We'll send a **text reminder** one day prior. Reminder text messages are sent from our scheduling software and are one-way; you can **call or text our business line** with any changes or questions at **(513) 268-6732**
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PREPARING FOR **YOUR FIRST VISIT**

- Review our **cleaning checklist** as this outlines exactly what will be completed at each visit.
 - We use **eco-friendly, non-toxic products**. If you'd like us to use your products instead, email photos of labels to us for approval.
 - If cell service is unreliable at your home, please provide **Wi-Fi information** to our office in advance. Technicians clock in and out via our scheduling app, which registers GPS coordinates for safety and accountability.
 - **Tell us** about any specialty or newly sealed **surfaces** that may need gentler care.
 - Note any **delicate valuables** and **heirlooms** so we can clean around them.
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BEFORE EVERY VISIT:

- Ensure **safe and clear access** to your home entry. Parking areas and entryways should be free of hazards including but not limited to snow, ice, debris, or other obstacles.
- Your **sink** should be **clear of dishes** if you would like your sink to be cleaned.
- **Secure** skittish, anxious or aggressive pets in a separate room or kennel.
- Set the **indoor temperature** between 65 and 75 degrees.
- **Secure** any **money, jewelry and other valuables**.
- Place a toilet brush or disposable wand in **each bathroom**.
- **Pick up personal items and clear surfaces of clutter** including toys, clothing, papers, etc. Cluttered areas can be more time consuming and prevent our team from **cleaning thoroughly. Cluttered areas may be skipped or worked around** and will be noted on your cleaning checklist.

CHANGES + CANCELLATIONS

We understand that plans change and life happens. To keep schedules smooth for you and to support our team, who rely on consistent hours, please give **at least 48 hours' notice to cancel, skip or reschedule.**

Cancellation fees:

- 48 hours or more: no fee
- Less than 48 hours: **25% of the scheduled service**
- Same day: **50% of the scheduled service**

How to make changes:

Please let our office know about any changes before your appointment by **text, email, or voicemail**. This includes requests to skip or add rooms or tasks, updates to entry or lockup instructions, changes to how often or how long we clean, and any special notes you'd like your Technician to know.

Holiday Closures:

We are **closed** on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve Day, Christmas Day.

When your regular cleaning falls on a Holiday, we'll reach out in advance to communicate changes to your cleaning schedule.

Weather Policy:

During inclement weather including **snow, ice, or any other hazardous conditions**, we may need to postpone your service. We monitor the weather and make day-of decisions, canceling **only when necessary**. When possible, we may adjust appointments ahead of time if we have openings.

If we must cancel, we will notify you by **email, call or text**.

SERVICE DETAILS

While we work diligently to clean surfaces, we **cannot guarantee** they'll return to **like-new condition**. Some examples include, but are not limited to, the following:

- Hard water etching on glass or stone
- Permanent grout staining or discoloration
- Sun fading on surfaces or fabrics
- Paint failure or peeling
- Damaged, unsealed, or worn finishes on wood, stone, tile, or cabinetry
- Rust stains
- Mold and mildew that has extended into grout or behind caulk

Showers, Tubs, and Tiled Surfaces:

Mold and mildew are organic and can extend into grout or behind caulk. Surface stains **may lighten** with cleaning, but **complete removal** often requires regrouting or recaulking by a specialist.

Floors

We damp mop all floors thoroughly with a spin or flat mop; **grout scrubbing, grout whitening, and extraction from textured flooring are not services we provide.**

Natural Stone and Specialty Finishes

Please tell us about any surfaces that require **special care** or specific cleaning products or methods. We may adjust methods or skip a surface to avoid damage.

Windows and Screens

If interior window glass cleaning has been added to your service, we will clean **reachable** interior glass, sills, and tracks. We do not remove or replace window screens. We do not clean exterior windows, even if your windows tilt.

Light Fixtures

We gently and thoroughly dust the exterior of fixtures we can **safely** reach. **We do not remove or replace fixture covers or bulbs and we do not disassemble or reassemble fixtures.**

Large Appliances

We will not move stoves, refrigerators, and other large appliances.
We do not disconnect water, gas or power.

SERVICE DETAILS- CONTINUED

Laundry, Linens and Bedmaking

We're happy to make your beds as part of our standard cleaning. If you'd like fresh sheets put on, leave clean linens on each bed and we'll take care of the rest. **We do not provide laundry service, change duvet covers, or climb onto bunk beds to make or tidy them.** Our team will only clean and make beds within safe reach using our company-provided footstool.

Vacuums

We **require use of customer vacuums** during our visit to ensure sanitation guidelines between homes. We may utilize our company vacuum if **necessary**. We are **not responsible for maintenance, repairs, electrical outlets or vacuums that may become damaged or fail during use.**

Dishes

We do not wash dishes. If you would like your sink to be thoroughly cleaned, please ensure it is free and clear of dishes.

Taxidermy

We do not clean any type of taxidermy.

BREAKAGE + DAMAGE

If something is damaged during cleaning, we will contact you to work toward a **fair resolution**.

Situations outside our responsibility include, but are not limited to:

- **Normal wear and tear**, such as carpet or rug loops catching on vacuum rollers.
- **Pre-existing damage or instability**, including items that are loose, wobbly, cracked, chipped, or improperly installed (e.g., fixtures, decor, mirrors, shelving, blinds, hardware) that may shift or fall during routine cleaning.
- **Unsealed or worn finishes on wood, stone, tile, grout, or cabinetry** that may react to moisture or standard cleaning methods. This includes damage related to floors or cabinets that have not been maintained per recommended guidelines.
- **Surfaces requiring specialty or manufacturer-specific care when instructions were not provided in advance.**
- **Damage caused by client-provided cleaning products**, as we cannot verify their safety or compatibility.

HOME ACCESS

Entry & Access

You may be home to allow entry, leave your home unlocked, provide an access code, or use a lockbox/ spot for a key or remote. If your entry uses electronics, ensure devices are charged and codes are current. Lockboxes or hidden keys or remotes should be accessible in a safe place. **Please include instructions for locking up when cleanings are complete.**

We do not retain keys or remotes between visits for your security. If you choose to leave your home unlocked or hide a key or remote for access, you assume responsibility for any resulting security issues.

Parking

Please ensure parking is available near your home before our arrival. We require parking within **100-200 feet of the entrance (approximately 1-2 minute walk)**. If parking restrictions or permits are required, inform our office in advance. If adequate, free parking is not available and we incur parking fees or towing charges as a result, these costs will be billed directly to the client.

Alarms

Magnolia Cleaning Company is not responsible for charges incurred from an activated alarm we cannot turn off based on instructions provided or omitted during setup.

If we cannot access your home

If we're unable to access the property at the scheduled time due to any access issue, **a 50% lockout fee will be applied to cover the reserved appointment.**

PET POLICY

Please secure any anxious, skittish, or aggressive pets in a separate room or kennel during your cleaning.

Otherwise, we're happy for them to roam freely. If we're unable to access your home due to an excited or aggressive pet, we'll contact you immediately to reschedule and cancellation fees may apply.

Our team is **always attentive** with doors and gates, but we **cannot assume responsibility for pets that exit unexpectedly when we arrive or depart.** We will not accommodate requests to let animals in or out of a home. Please do not allow pets to jump on our staff. **If a bite occurs it must be reported to the authorities and the homeowner is responsible for any medical treatment.**

SAFETY

Reaching High Areas

Technicians use only the one-foot step stool provided by Magnolia Cleaning Company and will not use client ladders, stools or furniture to reach high areas.

Indoor Temperature

Please keep your home between **65 and 75 degrees** before we arrive. Your Technician may adjust the thermostat to a comfortable working temperature and will return it to the original setting before leaving. If the home is too hot or too cold to work comfortably, we will need to reschedule and our cancellation policy will apply.

Utilities

Our team will **not touch breakers, turn water on or off, or adjust any utility connections.** Water and electricity must be turned on before we arrive. If utilities are off, we will be unable to complete the service. We will need to reschedule and our **cancellation policy will apply.**

Firearms

If left out, **firearms will be cleaned around and not touched. It is preferred they are secured and put away.**

SAFETY- CONTINUED

Unsafe Conditions

If a Technician feels **unsafe** due to conditions in the home such as aggressive pets, inappropriate conduct, strong language or unsafe objects **they may leave the job site and the full cleaning fee will apply.**

Biohazards

Please **notify our office before service** if your home has mold, pest infestations, or human or animal waste, including litter boxes. If these conditions are discovered during a visit we may **cancel the appointment** and the **full cleaning fee will apply.** Future service may require proof that the issue has been professionally resolved.

Exclusions

We do not use bleach, CLR, Pledge, or similar harsh chemicals even if requested. We never mix chemicals.

SMOKE-FREE POLICY

Our Technicians don't smoke or vape on client property, indoors, outdoors, or during services.

Indoor Smoking & Service Eligibility

We're unable to service homes with evidence of current or recent indoor smoking or vaping of any substance, including tobacco, cannabis, or e-cigarettes.

If evidence of interior smoking is detected upon arrival, we'll need to **cancel the visit** and **the full cleaning fee will apply**. Resuming service will require professional smoke remediation, and the home must be free of smoke odor at the time of our next visit.

PRICING + ESTIMATES

Estimates are based on the size and reported condition of your home. If the condition requires additional time beyond the estimate, we'll contact you before proceeding with extra work.

Man Hours vs Clock Hours

We charge based on a combination of the total sq feet of the home, the condition of the home, and total labor time, measured in man hours. For example, two Technicians working for four hours each equals eight man hours of labor, the same as one Technician working for eight hours.

Pricing Changes

We'll provide advance notice of any price changes. Price adjustments may occur due to increased labor costs, supplies, or operational expenses.

Staying on Schedule

To help us complete your cleaning **efficiently, we appreciate it when interruptions are kept to a **minimum**. Additional time may be charged if on-site distractions significantly delay completion.**

INSURANCE + COMPLIANCE

We are a **registered business** in Ohio, **licensed, bonded, and insured**. Our employees are not permitted to work off the clock or perform additional tasks outside of scheduled appointments. Any work performed outside of a scheduled service is **not authorized** by **Magnolia Cleaning Company** and is **not covered** by our insurance or workers' compensation.

We collect and report all employer-required taxes for cleaning services to local, state and federal agencies, protecting you from any tax liability related to the income our team members receive.

PAYMENT

Down Payment

First-time and move-in or move-out cleanings require a 50% down payment. Down payments are fully refundable with 48 hours' notice before your scheduled service.

Invoices and Payment

Invoices are emailed after your cleaning is complete. Payment is due upon receipt.

Payment Methods

We accept debit or credit card, or check. **Technicians cannot accept any type of payment for services.** Payment by check will only be collected by the owner, Kristen Wesler.

Card on File

A credit or debit card **must be kept on file and will be charged if payment is not received within 5 days of a service.** By signing this document, you are giving explicit permission to have your card stored and charged if payment is not received within 5 days.

PHOTOS + VIDEOS

Photographs and videos may be taken in your home for employee learning and marketing or promotional purposes.

- Photos and videos taken **for employee learning will never be shared or released to the public.**
- Photos and videos taken for marketing or promotional purposes are limited to before and after images or videos, and photos that do not show personal items or photos.
- **Magnolia Cleaning Co.** will never capture **identifying information or reveal locations in any photos or videos.**
- **Confidentiality** will be upheld in all marketing and promotional materials.
- **Magnolia Cleaning Co.** reserves the right to edit and use before and after images and videos on social media.
- **Photos and videos** will never be sold or given to third parties.

NON-SOLICITATION OF **EMPLOYEES**

Our cleaning professionals are our greatest asset. By receiving services from Magnolia Cleaning Company, you agree not to solicit, hire, or otherwise engage any Magnolia Cleaning Company employee to provide cleaning or related services directly, outside of your agreement with us.

If a client hires a Magnolia Cleaning Company employee privately during the term of service or within 12 months after services end, the client agrees to pay a \$2,000 employee acquisition and training fee to Magnolia Cleaning Company.

This fee is not a penalty; it reflects the substantial investment we make in recruiting, background screening, training, and retaining our team

OUR SATISFACTION GUARANTEE

We want you to be absolutely delighted with your cleaning service.

Report any concerns to our office at (513)268-6732 or kristen@themagnoliacleaningcompany.net within 24 hours of the service being completed.

CONSENT TO UPDATED TERMS

We keep our client guidelines **current** so **everything is clear**. The most up-to-date version is always available on our website, with the effective date at the top.

When we make changes, we will share an update in writing, if applicable.

By continuing to use Magnolia Cleaning Company services after an update, you agree to the most current guidelines. If there is ever a difference between a printed or emailed copy and the website, the website version will apply.

ACKNOWLEDGEMENT AND SIGNATURE

By signing below, you acknowledge that you have read, understood, and agree to these guidelines as well as the checklist that was included with the estimate.

Customer Signature

Date