



Maid In Surprise, LLC

POLICIES OF MAID IN SURPRISE CLEANING COMPANY, LLC

These policies are in place to help us deliver exceptional service to ALL our clients on every visit. Please read through them.

- ✓ **Phone/Office hours** - We are available by phone Monday-Friday 9:00am – 5:00pm AZ Time; if we do not answer, leave a message and we will call you back within 24-48 hours. In the case of an emergency or you need to cancel a service you may call at any time. Please reserve inquiries during office hours.
- ✓ **Cleaning Hours:** We are available for cleaning Monday–Friday 9:00am – 5:00pm AZ Time, with our last cleaning of the day scheduled no later than 1:00pm. We do offer cleanings before and after parties any day of the week, but these need to be scheduled in advance for availability.
- ✓ **Holidays:** We observe New Year's Eve Day, New Year's Day, Presidents Day, Good Friday, Easter, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving, and Christmas Eve, and Christmas Day. When December 23rd and 30th fall on a weekday (M-F), we will close at 12:00pm.
- ✓ **Recurring Client Cancellation Policy:** Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. Please show the same respect. We request that you give us a minimum of 24 hours advance notice (Monday clients must call before noon on the previous Friday) **IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON.** Our business number, 602-644-1391, is always available to you. Failure to provide adequate notice could result in a \$70 late cancellation fee. We understand that circumstances arise that require a cancellation, but if a client has excessive cancellations, we reserve the right to cancel all future cleanings.
- ✓ **Access to your home:** We will make every effort to arrive at your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to provide a unique access code to your smart lock security system. If you do not have a smart device, you can choose to meet the team to access your home.

We offer you one of two time slots (between 9:00am–12:00pm or 11:00am–3:00pm). We require an adult, eighteen (18) years old or above, to be present to meet the team for access to your home. Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations are greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing.
- ✓ **Lock Outs:** If we arrive at your home and we are unable to access your home or the team needs to leave without cleaning for any reason, you could be charged 50% of your regular cleaning cost. Our employees are paid by the hour and this fee is necessary to cover their costs.
- ✓ **Payment Policy:** Payment is due **on or before the day of service.** We accept the following forms of payment: **Cash, Credit Cards** (Visa, MasterCard, American Express, Discover), **Digital Payments:** PayPal, Google Pay, Apple Pay, Venmo, Zelle, **Checks:** Accepted **in person only**



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- ✓ **Deposit Policy for Deep Clean and Move In/Out Services:** To ensure commitment and proper scheduling for our intensive cleaning services, a **non-refundable deposit of \$100** is required at the time of booking for all deep clean and move in/out appointments. This deposit will be applied toward your final invoice, with the remaining balance due **on or before the day of service**. The deposit **secures your appointment date and time**. Cancellations or rescheduling made **less than 7 days before** the scheduled service will result in forfeiture of the deposit. We recommend booking early to ensure availability.
- ✓ **Late Payment Policy:** Payment is due **on or before the day of service**. If payment is **not received by 11:59 PM (midnight) on the day service is completed**, a **late fee of \$10 per day** will be assessed starting the following calendar day. If the outstanding balance remains unpaid, services will be **paused** until the balance is paid in full. Please note:
 1. Pausing services may result in the **loss of your preferred schedule**.
 2. You will also **lose any recurring discounted pricing** and will be subject to **current standard rates** upon resuming service.To avoid late fees and service interruptions, please ensure **timely payment** or contact us **in advance** to arrange an alternative payment plan
- ✓ **Redo's:** Clients have 24 hours from the time of service to notify us of any areas missed or concerns. After this period, a redo service fee of \$75 will apply.
- ✓ **Laundry and Dishes:** Please note that we do not offer laundry or dishwashing services. Any clothing left on the floor will not be picked up, and our team will work around it. We kindly ask that you remove any apparel from the floor, as we cannot determine whether it is clean or dirty, or where it belongs. Additionally, dirty dishes will be placed neatly beside the sink.
- ✓ **Syringes:** Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container like a coffee can, could be used to store used syringes and/or needles prior to disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.

Please dispose of bodily fluid hygiene products appropriately. Please wrap them up in paper/tissues and toss them in a lined canister for easy disposal. We wear gloves to protect ourselves, but we will not be picking up any that may be lying on the floor. (It's happened!)
- ✓ **Pets & Animals:** We understand that pets are part of the family, and we are happy to accommodate pet-related cleaning needs. However, please note the following:
 1. **Animal Waste Inside:** We do not provide services for cleaning or removing animal waste from indoor areas, such as carpets, flooring, or furniture. It is the responsibility of the pet owner to ensure that any waste is removed before the cleaning appointment.
 2. **Cat Litter Box Cleaning:** We do not provide cat litter box cleaning services. It is the responsibility of the pet owner to manage and maintain their pet's litter box.
 3. **Pet Fee for Animal Fur:** A \$50 pet fee will be applied for homes with significant amounts of animal fur. This fee covers the extra time and effort required to ensure your home is thoroughly cleaned.



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✓ **Hoarding & Organizing:** We do not offer hoarding cleanup services.

1. **Hoarding Cleanup:** situations often require specialized care and handling, and we recommend reaching out to a professional hoarding cleanup service that can provide the necessary support and expertise.
2. **Organizing Services:** While we do offer standard cleaning services, we do not provide professional organizing services. Our team focuses on cleaning and tidying, but we are unable to organize items, declutter, or create systems for storage. For full organizational assistance, we suggest working with a professional organizer.
3. **Additional Assistance:** If you require cleaning in spaces affected by hoarding or significant clutter, please ensure that the area is cleared of any hazardous materials or personal belongings prior to the cleaning appointment. If organizing or clutter removal is necessary, we recommend coordinating with an organizing service before our team arrives to focus on the cleaning tasks.

✓ **Bug, Insect, and Rodent Droppings:** We do not provide services for cleaning up bugs, insect, or rodent droppings. This type of cleaning requires specialized pest control services, as it may involve potential health risks. We recommend contacting a licensed pest control or exterminator service for any infestations or droppings-related issues.

1. **Safety Precautions:** If there are droppings or signs of pests in your home, we strongly encourage addressing the issue with a professional pest control service before scheduling a cleaning appointment. This will help ensure a safe and sanitary environment for our team to work in.
2. **Right to Cancel Service:** If pest-related issues, including droppings, persist despite recommendations for pest control, we reserve the right to cancel the cleaning service relationship. The health and safety of our team and clients is our priority, and we must ensure that the environment is properly addressed before continuing services.

✓ **House Temperature:** So that we don't melt like the Wicked Witch of the West ☺, please set your AC to 74 prior to our arrival. We're happy to readjust the temperature per your written instructions when we leave.

✓ **Inclement Weather:** In the event of poor weather conditions, we may need to skip your cleaning service in order to keep our teams safe. We'll do our best to reschedule for the earliest available appointment.

✓ Due to insurance policies, we are not permitted to step higher than our 2-step stool or lift heavy objects or furniture.

✓ To protect our cleaners and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning.

✓ **Damage or Breakage:** We make every effort to take the greatest care while in your home, but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored

and/or not cleaned by our team. Damaged or broken items must be reported to NEXT Insurance within 24 hours of service. Note: NEXT Insurance is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (e.g., marble, granite, etc.) are assumed sealed and ready to be cleaned without causing harm.