

Classy Cleaning Service LLC

Client Handbook

St. Charles & St. Louis
County Cleaning
Services

636-378-0146

Welcome to the Classy Cleaning Family!

Thank you for trusting Classy Cleaning Service LLC to care for your home – we treat every space as if it were our own.

Our mission is simple: to provide reliable, top-quality cleaning that makes your life easier and your home sparkle.

This handbook was created to help you understand how we work, what to expect, and how we can keep your home looking its best together.

We're so grateful for your trust and can't wait to continue making your days a little brighter!



Introduction to Classy Cleaning Service LLC

At **Classy Cleaning Service LLC**, we're passionate about creating spaces that feel fresh, comfortable, and truly welcoming.

Over the years, our team has earned a reputation for being **dependable, professional, and committed** to every client we serve.

Each member of our **background-checked, licensed, and insured** team takes pride in treating your home or business with the same care and respect as we would our own. Using **trusted products** and **time-tested methods**, we make sure your space shines – every time. ❤️

Our mission: to bring comfort, care, and cleanliness into every home we touch. We believe a clean home creates a happy, healthy environment for families to enjoy more of what truly matters—time together.

Scope of Services

We know every home and business has unique needs. That's why we offer a variety of services to keep your space fresh, clean, and comfortable:

- **General Cleaning:** Dusting, vacuuming, sweeping, mopping, and wiping down surfaces.

- **Bathroom Cleaning:** Sanitizing toilets, showers, bathtubs, and sinks.
- **Kitchen Cleaning:** Wiping down countertops, stovetops, microwaves, and appliance exteriors. (*Interior oven and fridge cleaning available upon request.*)
- **Floor Care:** Vacuuming carpets and mopping hard floors.
- **Window Cleaning:** Interior windows (available upon request).
- **Deep Cleaning:** A detailed, top-to-bottom clean reaching often-overlooked areas.
- **Move-In/Move-Out Cleaning:** Making your new or old home fresh and ready.
- **Office Cleaning:** Keeping your workspace neat, tidy, and professional.
- **Tile & Grout Cleaning:** Removing buildup in showers and on floors (available upon request).

Please note: All estimates are valid for 30 days from the date issued.

Blinds Policy

For quality, safety, and cost-effectiveness, **Classy Cleaning Service LLC does not provide blind cleaning.**

Blinds are often delicate and labor-intensive to clean, and in most cases, they are **more affordable to replace than to professionally clean.**

Additional Services

Need something special? We offer additional add-on options — just ask! We're always happy to tailor our services to meet your specific needs.

Preparing for Your Cleaning Appointment

To help us serve you with the **highest level of care, efficiency, and professionalism**, please review and follow these guidelines before each cleaning appointment.

Secure Valuables

Please put away valuables, collectibles, fragile décor, or sentimental items prior to your cleaning. Classy Cleaning Service LLC is not responsible for items not properly secured before service.

Clear Clutter

Excessive clutter prevents effective cleaning and can increase the time required. If an area cannot be cleaned due to clutter, **full payment will still apply** per our payment policy.

Provide Access

Ensure your home is accessible at the scheduled time (via key, door code, or someone present).

Cleaners will wait up to **15 minutes** past the scheduled start time.

If entry cannot be gained, the appointment will be considered a **locked-out service** and **full payment will be due**.

Special Requests

Please notify us **in writing** of any special instructions, allergies, sensitivities, or unique cleaning needs prior to your appointment.

Pets

For everyone's safety, please **secure pets** that may be unfriendly or anxious during service. Classy Cleaning Service LLC does **not handle animal waste or hazardous materials** in accordance with **OSHA and Missouri health standards**.

Temperature & Work Environment

To maintain safe working conditions:

- In **two-story homes**: set thermostat to **68–70°F**
- In **single-story homes**: set thermostat to **70–72°F**
If indoor temperatures are unsafe for staff, cleaners may leave early, and **full payment will still apply**.

Safe Pathways

Please keep walkways, driveways, and entry areas clear—especially during **winter months**—to ensure safe access for our team and their equipment.

Vacuum Policy

Clients must provide a **working household vacuum** to prevent cross-contamination between homes.

If one is not available, please notify us in advance to discuss alternate arrangements.

Turnover Definitions

To ensure proper scheduling and rate accuracy, turnover services are categorized as follows:

- **Turnover**: 0–4 Weeks Between Guests
- **Short-Term**: 5–8 Weeks Between Guests
- **Long-Term**: 9+ Weeks Between Guests

All definitions are determined according to the guest's booking dates.

Prior Pet Notice Policy

Please notify us **before scheduling** any **Deep Cleaning, Move-In/Out, or Post-Construction Cleaning** if animals have stayed at the property.

If this notice is not provided in advance, a **\$35 fee per occurrence** will be applied.

This fee covers additional costs incurred when our team must:

- Rearrange or adjust schedules
- Bring in additional staff or pay overtime rates
- Perform a **“premium” or rush cleaning** to meet time constraints

Scheduling Policies & Arrival Windows

To ensure smooth and reliable scheduling for every client, **Classy Cleaning Service LLC** follows the policies below:

- **Arrival Windows:** All cleanings are scheduled within a **two-hour arrival window** to allow flexibility for travel time and unexpected delays.
 - 9:00 AM – 11:00 AM
 - 11:00 AM – 1:00 PM
 - 1:00 PM – 3:00 PM
 - 3:00 PM – 5:00 PM
- **Consistency:** Your cleaning day and time are reserved specifically for you. If adjustments are needed, please provide as much notice as possible so we can accommodate your request.
- **Rescheduling:** Changes or cancellations must follow our **48-hour policy**. Requests made less than 48 hours before your scheduled appointment is subject to a full-service charge.
- **Access:** Please ensure entry is available at the start of your window (via key, code, or someone present). If access is not provided within 15 minutes, the appointment will be considered a **lock-out** and full payment will still apply.
- **Holidays & Weather:** If your scheduled cleaning falls on a holiday or is impacted by severe weather, we'll reach out promptly to reschedule at the next available time – with no additional rescheduling fee.

Insurance Coverage & Work Boundaries

At **Classy Cleaning Service LLC**, the safety of our clients, staff, and properties is our top priority. To remain fully insured and compliant with state and company policies, all cleaning technicians must strictly follow the guidelines below.

Approved Work & Safety Guidelines

To ensure continued insurance coverage and employee protection, technicians must:

- Perform **only approved cleaning tasks** as trained and listed in the official service menu.
- Avoid using **ladders higher than six (6) feet**, performing repairs, or moving heavy furniture/appliances.
- Use **only approved cleaning products** provided by management or the company supply.
- **Never handle** mold, pests, biohazards, or hazardous waste of any kind.

- Avoid cleaning **fragile or specialty items** (such as antiques, artwork, electronics, or blinds) unless management has provided **written approval and client-signed waivers**.

⚠ **Important:** Any work performed outside these boundaries may **not be covered by insurance** and could result in **personal liability** for the individual performing the task.

Consumables & Turnover Supplies

When **Classy Cleaning Service LLC** provides transportation for consumables (such as toiletries, paper goods, or cleaning products) as part of our **turnover services**, our staff will transport and stock them on-site as directed.

However, CCS LLC is **not responsible for the quality, safety, or manufacturer defects** of these consumable products. Any concerns about the products themselves should be addressed directly with the **property manager or supplier**.

Legal Compliance Notice

Our liability insurance complies with **Missouri Revised Statutes §379.118**.

Classy Cleaning Service LLC is not responsible for:

- **Pre-existing damage**
- **Natural wear-and-tear**
- **Manufacturer defects in supplied products**

Safety Guidelines

At **Classy Cleaning Service LLC**, safety is our top priority – for our clients, staff, and properties. We follow strict safety standards to ensure that all services are performed responsibly and in compliance with **OSHA** and **Missouri state regulations**.

Supplies & Product Handling

All cleaning products are **clearly labeled** and **stored properly** according to manufacturer instructions and safety data sheets.

Only **approved products** are used during cleanings to ensure safety, consistency, and insurance coverage.

Protective Gear

Our team wears **personal protective equipment (PPE)** as needed – including gloves, masks, and other gear appropriate for each task – to maintain a safe and sanitary environment.

Wastewater Disposal

Per **Missouri law (10 CSR 20-8)** and local **county ordinances**, mop water and cleaning wastewater **cannot be disposed of in storm drains** or outdoors.

Clients must provide **safe drain access** (such as a utility sink, toilet, or bathtub) for proper wastewater disposal during cleanings.

Right to Refuse Service

Our cleaning technicians have the right to **refuse or discontinue service** if conditions are deemed unsafe – including but not limited to:

- **Hazardous chemicals or biohazards**
- **Pest infestations**
- **Excessive clutter or hoarding conditions**

♥ *Just a quick note – if we arrive and are unable to clean due to the home's condition, safety concerns, or accessibility issues, the full service amount will still be due, as that time was held exclusively for you.*

Lifting & Ladder Policy

To prevent injury and protect property, staff will not:

- **Lift items over 20 pounds**
 - **Climb higher than a 3-step ladder**
- These limitations follow OSHA workplace safety standards.**

Furniture Moving

Cleaning technicians **do not move furniture** during services.

This policy protects both your **flooring and furnishings** from scratches, dents, or other damage. We'll clean around and under accessible areas to the best of our ability.

Cancellation & Rescheduling Policy

At **Classy Cleaning Service LLC**, we value your time – and the time of our cleaning professionals. To keep schedules running smoothly and ensure fairness to all clients, we ask that all schedule changes follow the policy below.

Notice Requirements

Notice Given	Fee/Policy
48+ Hours Notice	No fee – we appreciate the advance notice!
24–48 Hours Notice	\$50 fee or 50% of the scheduled service cost (whichever is greater).
Same-Day (Less Than 24 Hours) or No Entry	Full service fee will be charged.

Rescheduling Policy

- Clients may **reschedule one appointment per quarter** without penalty.
- Frequent last-minute changes may result in **loss of your recurring time slot** or require prepayment for future appointments.
- If **entry is not provided within 15 minutes** of arrival, the appointment will be considered a **lock-out**, and **full payment will still apply**.
- At this time, recurring monthly and quarterly deep cleanings may only be rescheduled **within one week** of the **original appointment** to account for additional buildup.
- If Classy Cleaning Service LLC must reschedule a service due to inclement weather or other circumstances beyond our control, there will be no cancellation or rescheduling fee. We will reschedule the service within seven (7) days. If the rescheduled cleaning is declined, the next service will be billed at the appropriate tiered rate based on the time between cleanings.

Emergencies

We understand that life happens.

If an emergency occurs, please contact us immediately. Management may **waive fees at our discretion** in genuine emergency situations.

Deep Cleaning, Move-In/Out & Post-Construction Appointments

- These service types **cannot be scheduled or modified within 48 hours or less** of the appointment time.
- Any **reschedules, cancellations, or adjustments** made inside that 48-hour window will incur the **full service fee**.

- These services are **only available Monday through Friday** and **are not performed on weekends** due to staffing and preparation requirements.
- Please confirm any leases/contracts, etc. **before rearranging or booking** Deep, Move-In/Out, or Post-Construction cleanings.
- At this time, **recurring monthly and quarterly deep cleanings** may only be rescheduled within **one week** of the **original appointment** to account for additional buildup. If a service is rescheduled beyond seven (7) days from the original appointment, the returning cleaning may incur additional cleaning time charges per the table below, if extra time is required.

♥ *We appreciate your understanding and cooperation. These policies help us maintain fair scheduling, protect our staff's time, and ensure every client receives the dependable, quality service that Classy Cleaning Service LLC is known for.*

Complaints Policy – The Classy Cleaning Promise

At **Classy Cleaning Service LLC**, our mission is to deliver a consistent, high-quality cleaning experience that leaves your home or business sparkling – and you completely satisfied.

If for any reason you're not fully satisfied with your cleaning, please **notify us by the end of the day**.

Our management team will review your concern and provide a **resolution plan within 48 hours**.

Our Promise to You

We promise to provide:

- ✓ **A clean, comfortable, and healthy** space
- ✓ **Friendly, reliable, and trustworthy** professionals
- ✓ Service that's **tailored to your needs**
- ✓ A company that **listens, cares, and continuously improves**

We value every client relationship and take pride in standing behind our work – that's the **Classy Cleaning Promise**.

Payments & Pricing Policy

At **Classy Cleaning Service LLC**, transparency and fairness are core to how we do business. Please review the following payment terms and pricing details carefully.

Due Date & Late Payments

- **Payments are due within 24 hours of service.**
- **Late Fee:** \$35 per occurrence, per *Missouri Revised Statutes Chapter 408*.
- **Lien Rights:** CCS LLC reserves the right to pursue remedies under *Missouri Revised Statutes Chapter 429*, including filing a **mechanic's lien** for unpaid services.
- **Attorney Fees:** CCS LLC may employ attorney representation to collect unpaid balances.

- **Disputes:** All disputes are governed by **Missouri law**, with venue in **St. Charles County, Missouri**.

Accepted Payment Methods

Method	Details
Venmo	@Classy-Cleaning-Service-LLC – <i>No fee</i>
Credit/Debit (via Square)	<i>+4% processing fee applies</i>
Check	<i>Returned check fee: \$35</i>

Deposits

A **50% deposit** is required for all **Deep Cleaning, Move-In/Out, and Post-Construction** services.

This deposit secures your time slot and covers preparation costs.

Missed Cleanings

If a scheduled cleaning is missed or skipped, the **next visit** will be charged at the **next higher interval rate** (for example, from bi-weekly to monthly pricing).

Annual Price Adjustments

Rates are reviewed annually to reflect operational costs and wage adjustments.

Effective **January 1 each year**, all service rates – including **recurring minimums** – increase by **\$5**.

Quotes issued prior to January 1 will be **honored through December 31**, unless otherwise stated.

Minimum Service Fees

Cleaning Type	Minimum Per Visit
Recurring	\$150
Deep Cleaning	\$210
Move-In/Out	\$240
Post-Construction	\$300
Commercial	\$150
Turnover / Airbnb	\$150

Hourly Rates / Additional Cleaning Time

Each estimate includes a **maximum number of cleaning hours** based on **one or two cleaners**. If your cleaning requires additional time, it will be billed at the hourly rate associated with your service type:

Cleaning Type	Hourly Rate
Recurring	\$50/hr
Deep Cleaning	\$55/hr
Move-In/Out	\$55/hr
Post-Construction	\$65/hr
Commercial	\$55/hr
Turnover / Airbnb	\$50/hr
Laundry Add-On	<p>\$2.50 per lb. (includes pretreatment, detergent, bleach if needed, dryer sheets, and folding)</p> <p>LAUNDRY MINIMUM \$45</p>

Additional Cleaning Requests

Adding **extra tasks or areas** beyond the original estimate will **increase the total service cost**. Each estimate covers a defined number of hours and cleaning areas. If additional time or work is required, it will be billed at the **hourly rate** listed above.

Please refer to the **Cleaning Checklist** for a detailed breakdown of what's included with each service type.

This ensures full transparency and helps avoid surprises on your final invoice.

Examples of Price Adjustments

Here are a few common reasons a cleaning price may increase after the estimate:

- Heavier buildup of **soap scum, grease, or dust** than expected
- **Additional rooms or areas** added at time of service
- Excessive **pet hair, stains, or odors** requiring more product or time

- **Cluttered counters or floors** that must be cleared before cleaning
- **Move-out or construction dust** requiring extra passes
- **Last-minute service changes** or added requests on-site

Discounts & Rewards

- 🎂 Birthday Gift: \$10 off during birthday month ; 1 per household, per year. Minimum \$140 service.
- 🌸 Seasonal Special: \$50 off one deep clean. 1x per season per client. Minimum \$210 service.
- 🍷 Referral Rewards: \$25 off new client referral.
 - <https://g.page/r/CS1bLksEdYm0EAE/review>

Add-On Services

We offer a variety of **optional add-ons** to customize your cleaning and meet your specific needs. Pricing may vary based on condition and size.

- **Inside Oven \$45**
- **Inside Fridge \$35**
- **Inside Freezer \$35**
- **Baseboards \$55**
- **Laundry/folding \$30 per load**
- **Extra Bathroom ½ \$35**
- **Extra Bathroom \$45**
- **Pet Hair/Heavy Buildup \$60- Condition Fee**

Specialty Add-Ons

- **Airbnb Pet Hair Removal Add-On: \$60**
- **Early Check-In / Late Check-Out:** Contact **Brittany H.** for approval before confirming accommodations.

Important Service Policies

To protect your home and our team, please note the following:

- Items are cleaned **only if reachable** using a **1-step ladder** (standard cleaning) or **3-step ladder** (move-out cleaning).
- **Furniture is not moved.**
- **Flat-screen TVs and electronics are dusted only** – no liquids or sprays applied directly.
- **Exterior glass** is cleaned **only when safe** and **weather permits.**
- **Collectibles** are dusted lightly **in place.** A signed **release of liability waiver** is required for these items.

Privacy Policy

At **Classy Cleaning Service LLC**, your trust means everything to us. We take your privacy seriously and want you to feel comfortable knowing how your information is handled.

What We Collect

- Basic contact details (name, phone, email, address)
- Service details (cleaning preferences, property information)
- Payment information (processed securely through trusted providers – we do **not** store your full card number)
- Feedback or reviews you share with us

How We Use It

- To schedule and provide your cleaning services
- To send invoices and process payments
- To communicate appointment updates, reminders, and service information
- To improve our services and client experience

What We Don't Do

- ✗ We don't sell your information
- ✗ We don't share home or family details outside of providing services
- ✗ We don't take photos or videos inside your home without permission

Keeping Your Information Safe

- Payments are processed by **secure, PCI-compliant providers**
- Client information is stored safely with **limited access**
- Staff are trained to keep all client details **confidential**

Your Choices

- You can **update your contact info** anytime
- You can **request access** to view or update your information
- You can **opt-out of marketing communications** at any time

Contact Information

Classy Cleaning Service LLC

☎ Phone: (636) 378-0146

✉ Email: BrittanyHolliday.Cleaning@gmail.com

🌐 Website: *Classy Cleaning Service LLC*

Office Hours

Mon–Thu: 9 AM – 5 PM

Fri: 9 AM – 5 PM

Sat–Sun: 10 AM – 3 PM (Airbnb's)

⚠ *For emergencies, dial 911 immediately.*

Policy and Procedure Clause (State of Missouri)

1. Payment Collection

Client agrees to remit full payment for all services rendered by **Classy Cleaning Service LLC** in accordance with the terms stated on the corresponding invoice or service agreement.

Failure to remit payment when due constitutes a **breach of contract**.

In the event of nonpayment, CCS LLC reserves the right to pursue all remedies under **Missouri law**, including:

- **Collection efforts**
- **Late fees and interest**
- **Reasonable attorney's fees and court costs**

2. Policy and Procedure Modifications

Client acknowledges and agrees that **Classy Cleaning Service LLC** may amend or update its policies at any time, at its discretion, without prior written notice.

Notification of changes will be provided via email to the address on file.

Continued use of services after such notice constitutes **acknowledgment and acceptance** of the current and revised policies and procedures.

3. Governing Law

This Agreement shall be governed by and construed in accordance with the **laws of the State of Missouri**.

Any disputes arising under this Agreement shall be subject to the **exclusive jurisdiction of the courts of St. Charles County, Missouri**.

Acknowledgment

I have read and understand the policies in this handbook, and I agree to the terms as a client of **Classy Cleaning Service LLC**.

Client Signature: _____

Date: _____

