

# Client Service Policies

## & Agreement

Cleaning • Laundry • Vacation-Rental Turnovers

Effective July 25, 2026



**Thank you for trusting Little Red Homekeeping.** These policies set clear expectations, protect your home and laundry, and help Megan provide dependable, careful service. Booking a service means the client accepts the current estimate, checklist, and these policies.

### SERVICE AREA

**Core area:** within 15 miles of ZIP 32707, including Casselberry and nearby communities.

**Eastbound route days:** East Orlando/Alafaya, Bithlo, Christmas, and Titusville may be accepted by appointment and route availability. Travel or minimum-job pricing is confirmed before booking.

## Policies at a Glance

| Topic        | Standard rule                                           | Important timing                                                        |
|--------------|---------------------------------------------------------|-------------------------------------------------------------------------|
| Cancellation | 48+ hours: no fee. Shorter notice may carry a fee.      | 24–48 hours: \$25; under 24 hours: 50%; same day/after arrival: 75%.    |
| Lockout      | Safe, working access must be ready at arrival.          | Megan waits up to 15 minutes; unsuccessful access is 50%, minimum \$75. |
| Damage       | Report a suspected service-related issue with photos.   | Within 24 hours of service or return delivery.                          |
| Laundry care | \$20 per closing 13-gallon bag, up to 10 lb.            | Typical return target is 24–48 hours.                                   |
| Satisfaction | Eligible missed areas receive a complimentary touch-up. | Within 24 hours; turnovers before check-in or within 2 hours.           |

*These are quick-reference highlights. The full terms below control if a summary and detailed policy differ.*

## Before Service

- The written estimate and service checklist define what is included. Standard cleaning, deep cleaning, move-in/move-out work, turnover work, and laundry are different scopes.
- Before service, disclose fragile items, known damage, pests, biohazards, special surface care, security procedures, unsafe conditions, and relevant pet behavior.
- Running water, electricity, safe conditions, and reasonable access are required. Payment is due at completion or laundry return unless written invoice terms apply.

## 1. Cancellation & Rescheduling

Reserved appointment time is held specifically for the client. Notice is measured from the scheduled arrival window and should be sent by call, text, or the contact method used for booking.

| Notice given             | Client fee | How it works                                                                                                   |
|--------------------------|------------|----------------------------------------------------------------------------------------------------------------|
| 48+ hours                | No fee     | Cancel or move the appointment without a cancellation fee.                                                     |
| 24-48 hours              | \$25       | The fee may be credited once when the service is rebooked and completed within 14 days, at Megan's discretion. |
| Under 24 hours           | 50%        | Fifty percent of the scheduled service price, including reserved add-ons.                                      |
| Same day / after arrival | 75%        | Applies to a same-day cancellation, no-show, or cancellation after travel/arrival.                             |

### Large, deep, move, and turnover bookings

- A 25% reservation deposit may be required. It is applied to the final balance when the service is completed.
- With at least 48 hours' notice, a deposit may be transferred once to a new date within 30 days, subject to availability.
- With less than 48 hours' notice, the deposit is applied toward the cancellation fee; the total cancellation charge will not exceed the applicable fee shown above.

### Emergencies, illness, and weather

Megan may waive or reduce a fee for a genuine emergency. One courtesy waiver may be considered per household in a rolling 12-month period, but it is not guaranteed. If Little Red Homekeeping must reschedule because of illness, unsafe travel, severe weather, equipment failure, or another business emergency, the client is not charged a cancellation fee and receives the next reasonable opening.

## 2. Lockout & Access

The client is responsible for providing safe, working access at the scheduled arrival time. Confirm door codes, gate instructions, keys, parking details, alarm instructions, and property-contact information in advance.

1. Megan will call or text and wait up to 15 minutes after arrival.
2. If access is provided within 15 minutes, the appointment still ends at the originally scheduled time. The scope may be adjusted to fit the remaining time, and the confirmed price remains due.
3. If access cannot be obtained, the lockout fee is 50% of the scheduled service price, with a \$75 minimum and never more than the scheduled service price.

4. For a time-sensitive turnover, move-out, or guest-arrival window, an unsuccessful lockout is charged at 75% because the reserved window usually cannot be resold.

Keys and access codes are used only for the agreed service and are kept confidential. Megan will not enter through an unsafe route, rely on a deliberately unsecured door or window, or bypass an alarm or lock.

### 3. Damage & Property Care

Little Red Homekeeping uses reasonable care in every home. Clear information about delicate materials and existing damage is essential because many surfaces and household items require product-specific care.

#### Client responsibilities

- Point out fragile, irreplaceable, antique, unstable, loose, cracked, recently repaired, or improperly installed items before service.
- Secure cash, jewelry, collectibles, medication, firearms, personal documents, electronics, and other high-value or private items.
- Provide written surface-care instructions when a manufacturer requires a specific product or method.
- Keep children and pets safely away from active work areas, cleaning products, cords, equipment, open doors, and wet floors.

#### If damage may have occurred

1. Report the issue by call or text within 24 hours of service or laundry return.
2. Send clear photos, a description, the item's approximate age, and any receipt, model number, or care information available.
3. Do not repair, discard, wash again, or alter the item before Megan can inspect it, unless immediate action is necessary for safety or to prevent further damage.
4. If Little Red Homekeeping is responsible, the resolution may be professional repair, a comparable replacement, or reasonable current value, depending on the circumstances and any insurer requirements.

Ordinary wear, pre-existing damage, hidden defects, unstable or improperly installed items, pet activity, inaccessible or unsafe areas, and damage caused by inaccurate care information are not service-caused damage. Claims do not automatically reduce an unpaid invoice; any credit or payment arrangement must be confirmed in writing.

### 4. Laundry-Care Policy

Each household's laundry is processed separately. The standard price is \$20 per closing 13-gallon bag up to 10 pounds. Weight above 10 pounds is \$2 per pound and is confirmed before washing when practical.

#### Standard care

- Default care is cold water, a normal machine-wash cycle, and low-to-medium machine heat unless a visible care label or written instruction requires something different.

- Laundry is washed, dried, neatly folded, and returned in bags. Items are hung only on customer-supplied hangers.
- Standard, hypoallergenic, and scent-free detergent options are available. Clients must disclose allergies, sensitivities, and any instruction that applies to the entire order before pickup.
- The usual return target is 24–48 hours. If weather, equipment trouble, a utility interruption, or an emergency causes a delay, Megan will communicate an updated estimate.
- Stain treatment is reasonable-effort only; complete stain, odor, shrinkage, colorfastness, and wrinkle removal cannot be guaranteed.

### Client preparation

- Empty every pocket and remove money, pens, cosmetics, earbuds, jewelry, medication, paper, sharp objects, and other personal items.
- Separate or identify special-care items and verify that care labels are present and readable.
- Do not place dry-clean-only, hand-wash-only, leather, suede, rugs, shoes, memory-foam items, or unquoted oversized bedding in a standard bag.

### Items that cannot be accepted

|                                   |                                                        |
|-----------------------------------|--------------------------------------------------------|
| • Grease- or oil-saturated items  | • Feces, vomit, blood, or other bodily fluids          |
| • Excessive smoke or fire residue | • Wet, mildewed, pest-exposed, or bedbug-exposed items |

### Laundry loss or damage

Report a missing or damaged item within 24 hours of delivery with photos and identifying details. When an accepted item is directly lost or damaged despite following its visible label and the client's written instructions, a fair resolution may be based on professional repair, comparable current value, age, condition, and available documentation. Sentimental value cannot be objectively replaced.

## 5. Satisfaction Policy

Megan wants every client to feel comfortable speaking up. If an agreed cleaning area was missed or did not meet the confirmed checklist, Little Red Homekeeping will make a reasonable effort to correct it promptly.

### How to request a touch-up

1. Call or text within 24 hours of completion and identify the exact area or task.
2. Send photos when they help show the concern.
3. For a vacation-rental turnover, report the concern before guest check-in or within 2 hours of the completion message, whichever comes first.
4. Allow reasonable access for a complimentary touch-up, usually within 24–48 hours or the next available opening.

## What the guarantee covers

The guarantee applies to an agreed item that was reasonably accessible and should have been completed under the written scope. The complimentary touch-up is the primary remedy. A partial credit or refund may be considered only when Little Red Homekeeping cannot reasonably correct an eligible concern.

## What the guarantee does not cover

- A new spill, mess, odor, pet accident, guest use, construction dust, or other condition that occurred after service.
- A task or area excluded from the estimate, declined by the client, inaccessible, blocked by clutter, or unsafe.
- Permanent stains, discoloration, etched or worn surfaces, mold staining, damage, or results limited by age and prior care.
- Work limited by missing water or power, active pests, biohazards, excessive buildup not disclosed in advance, or a client-requested time cap.
- A concern reported after the applicable window when the original condition can no longer be verified.

## Safety & Right to Pause Service

Megan may pause, refuse, or leave a job when conditions are unsafe, materially different from what was disclosed, or outside the agreed scope. Examples include aggressive animals, weapons not secured, harassment, illegal activity, active infestation, biohazards, severe smoke or chemical exposure, structural hazards, no utilities, or extreme heat. The client will be contacted, and any charge will reflect reserved time, travel, and work already completed.

## Changes to These Policies

Little Red Homekeeping may update these policies as the business grows. The version provided with a confirmed booking applies to that appointment unless Megan and the client agree otherwise in writing. Applicable law controls if any provision cannot be enforced as written.