

CUSTOMER GUIDANCE

CAMILA OLIVEIRA - OWNER

678 670 0500

info@cleaningfairiesatlanta.com



These terms of service are designed to help our clients understand the service they are purchasing. These terms clarify and describe our guarantee, exclusions, and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

WINDOW OF ARRIVAL

We'll give you an arrival timeframe of one to three hours. Because we give homes the individualized attention they deserve, we're not able to provide an exact time of arrival, but we do our best to ensure that our cleaning plan doesn't interfere with your schedule.

CLEANING-DAY HOME PREPARATION

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before the scheduled service to "pick up". **Dishes are not included on standard cleaning**, remove dirty dishes from kitchen sinks or if you'd like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for additional "cleaning preparation" time. **Removal of EXCESS trash and packing boxes are NOT included in any cleaning. We do not move heavy furniture or appliances.**

DUSTING

Our cleaning technicians take pride in dusting your home. Our tools and techniques allow us to remove most of your home's dust in a reasonable amount of time and effort.

- **SETTLING DUST:** During the dusting process, some dust becomes airborne and will not settle until we have left. This is more common in first-time cleanings, and it may take several visits before settling the dust becomes minimized.
- **DUSTING KNICK-KNACKS, COLLECTABLES, STAND-UP PICTURE FRAMES, AND OTHER SMALL ITEMS:** We dust small items based on the size and the number of items on a shelf or flat surface like a mantel. If there are 10 or fewer small items on the shelf we will hand dust them and the surface below and return the item to the shelf. If there are more than 10 items per shelf we may dust the items where they sit and the surface around them.
- **DUSTING HEIGHT LIMITS:** We are not able to dust items on shelves or walls that are higher than a cleaning technician can reach standing on a 2-step stepladder. **We do use extension poles to high dust rooms but we will not high dust items that may tip over or hang on the wall** as we are not able to secure them while dusting.



CLEANING TIME

We reinforce that we charge per job, not per hour. Our technicians are trained and have the skills to clean in a shorter period of time, it does mean, it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance.

CLEANING SUPPLIES

We have all the necessary products, but it is common for customers to have the products of their choice at home and make them available for us to use. Especially, organic and specific floor products are normally supplied by the clients. If it's a product we're not familiar with, we'll evaluate the label instructions and decide whether to use it. **Clients must also supply paper towels and trash bags and if there are any allergies, please do let us know prior to cleaning day.**

HOUSE TEMPERATURE

So that we don't melt or freeze, please set your AC to 75 prior to our arrival. We're happy to readjust the temperature per your written instructions when we leave. **This can vary according to the seasons.**

PET SPECIAL CONSIDERATION AND INSTRUCTIONS

We work around pets every day and we love them! However, if you have special concerns that fall outside the duties of cleaning, we will not be held responsible for any damages or liability that result from your pets' actions. If your pet has ANY special requirements, we recommend boarding them for the day of the cleaning. Also, our cleaning technicians cannot touch or pick up pet feces, including emptying or moving litter boxes. Thank you for your understanding.

PRIVACY

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.

PAYMENTS

Payments are due on the day of your scheduled service. There's a \$150 fee for late payments.

CANCELLING AND RESCHEDULING

We understand that sometimes it is necessary to reschedule or cancel appointments. Therefore, please notify us at least 48-24 hours prior to your appointment time and we will gladly reschedule. If you reschedule or cancel your appointment within 24 hours of your scheduled time, you will be charged 50% of the full scheduled services.

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100% SATISFACTION GUARANTEE

If you are not satisfied with any area we have cleaned, just call the office **within 24 hours** and we will clean it again, **free of charge**. Cleaning technicians must be able to return home within 2 business days and can usually return the same day. Please note that **we do not offer a refund**.

FEEDBACK

Customer feedback is essential to a successful house cleaning service relationship. Your feedback helps us monitor the performance of our cleaning technicians and deliver the highest quality cleaning experience in the industry.

www.cleaningfairiesatlanta.com