

Service Policies

Clear expectations help us give every home, business and vacation property the time and care it deserves.

Please review these policies before your scheduled cleaning. They apply unless a different arrangement is confirmed with Clean Therapy Inc. in writing. If your property has special access needs or your cleaning scope has changed, let us know before our team travels to the property.

Cancellations and rescheduling

Notice is measured from the scheduled start time of your cleaning.

24 hours or more

No cancellation fee

At least 12 hours but less than 24 hours

50% of scheduled fee

Less than 12 hours, or no notice

100% of scheduled fee

The notice periods also apply when a booking change prevents the clean. The quoted cleaning fee is the basis for any charge; applicable HST is added. Contact us promptly if an emergency affects your booking.

Access and lockouts

Please provide working keys or codes, parking details, alarm instructions and access changes before the appointment. A representative should be reachable if access fails.

If our team arrives but cannot enter because of an access issue within the client's control, we will contact you. Waiting time counts as scheduled service time. If the clean cannot proceed, the full scheduled fee applies.

Vacation rental timing

The property must be fully vacated at the agreed start time. Hosts and managers must allow the full cleaning window before the next check-in.

If guests or belongings prevent us from starting, scheduled cleaning time begins when our team arrives. A delay can reduce what we can complete. Extra time or a return visit requires our availability and approval. If the clean cannot proceed, the full fee applies.

Early check-ins, late checkouts and owner visits during a turnover must be arranged with us in advance.

Caring for your space safely

Furniture and lifting

Our team does not move heavy furniture, large appliances, loaded shelving or other items that cannot be moved safely by one person. We may move small, light items when safe and return them afterward.

Please move heavy items before we arrive if you would like the areas beneath or behind them cleaned. We clean accessible areas around items left in place.

Ladders and high areas

Routine cleaning covers surfaces reachable safely from the floor or with approved small equipment. Ladder work, including high windows, fixtures and some post-construction or exterior work, must be discussed and approved in advance.

We assess the height, surface, equipment and conditions and may decline or reschedule work that cannot be performed safely.

Preparing for your clean

Please clear floors and work surfaces enough for the agreed cleaning, secure valuables and fragile items, and identify anything delicate or off limits. Tell us in advance about pets, product sensitivities, restricted areas and maintenance issues.

Cleaning follows the agreed scope and time. Heavy soil, excessive clutter, construction debris or new requests may need more time or a revised quote. We discuss added charges before extra work. Oven and fridge interiors, windows, laundry and offsite linen service must be booked in advance.

Safe working conditions

Please provide running water, electricity, adequate lighting, a safe working temperature and clear access. Keep pets contained if they may interfere with the work.

Our team may pause or decline a task involving exposed sharps, bodily waste, active mould remediation, pests, unstable fixtures or unsafe flooring. We will contact you to discuss the next step.

Quality and payment

If something within the agreed scope was missed, contact us within 24 hours of service with details so we can review it and arrange an appropriate response.

Payment timing follows your quote or service agreement. Confirm scope changes, special access arrangements and fees with us in writing before the appointment.

Questions or changes to a booking? Call 613-438-3727