

MARINA-CLEANING – Terms and Conditions (version 01.06.2025)

1. Booking, Rescheduling, and Cancellation

Appointments can be booked or rescheduled via text, email, or phone call.
We kindly request at least 24 hours' notice for any cancellations or changes.

If a client cancels or reschedules with less than 24 hours' notice, MARINA-CLEANING reserves the right to charge a cancellation fee equivalent to 2 hours of the originally booked service, to compensate for the reserved time slot and potential lost business.

2. Payment Terms and Late Fees

Payment is due immediately upon service completion or by the following calendar day, unless otherwise agreed in writing.

We accept payment via e-transfer, credit card, or debit.
Please note: a 3.25% processing fee applies to all credit and debit card payments.

If payment is not received within 48 hours, a late fee of \$10 per day may apply, up to a maximum of \$100.
Continued non-payment may result in the account being referred to a collections agency.

3. Satisfaction Guarantee

MARINA-CLEANING strives for complete customer satisfaction. If you are dissatisfied with any part of the service, please inform the cleaning team while they are still on-site, or contact us within up to 4 hours after the appointment ends. This allows us to arrange a return visit within 24 hours to address the concern.

Complaints submitted after this timeframe may not be eligible for corrections or compensation. Please note: no refunds will be issued once a cleaning has been completed unless we are given a fair opportunity to correct the issue.

4. Additional Time (if needed).

If the cleaning requires more time than originally estimated to achieve a high standard, we will discuss and confirm any additional time with you before proceeding.

5. Access and Entry

If no one will be home during the scheduled cleaning, please ensure we have access (e.g., door code, key, or arranged entry). If we are unable to access the property, a call-out fee may apply.

6. Parking

Please let us know in advance if parking is limited or specific instructions apply. Any parking fees incurred may be added to the final invoice.

7. Health & Safety

We ask that the workspace be free of hazardous materials and that pets are secured during the service. For safety reasons, our staff do not:

- Move heavy furniture
- Climb beyond a standard step ladder
- Handle biohazardous or unsafe waste

8. Damage and Liability

Our cleaners treat your home with care. In the rare event of damage, please report it within 24 hours. We carry liability insurance but are not responsible for:

- Pre-existing damage
- Loose or unsecured items
- Fragile surfaces or decor not communicated in advance

9. Time Flexibility

While we aim to arrive on time, please allow for a time window due to traffic or previous job extensions. We will notify you of any delay.

10. Recurring Services

We will do our best to send the same cleaner(s) for recurring bookings. However, substitutions may occur depending on availability.

11. Gratuities

Tips are not required, but always appreciated. If you'd like to include a tip, you can add it to your e-transfer or invoice payment, and 100% will be passed on to your cleaner(s).

12. Wall Cleaning and Paint Disclaimer

MARINA-CLEANING is not responsible for paint removal, discoloration, or surface damage that may occur during the cleaning of walls, especially in areas where prior furniture contact has caused friction, marks, or compromised paint adhesion. Clients acknowledge that wall surfaces may be fragile, and any damage that results from standard cleaning methods (e.g., melamine sponges, microfiber cloths) is not considered negligence.

13. Drainage and Plumbing Disclaimer

Blocked or slow drains, including in sinks, bathtubs, showers, or toilets, significantly limit our ability to clean those areas properly and safely. It is the client's responsibility to ensure functional plumbing. We do not perform unclogging or drain cleaning, and no discounts will be applied for reduced access due to plumbing issues.

14. Photo Use and Social Media Consent

MARINA-CLEANING may take before and after photos of the cleaned areas for quality assurance and internal records. Some photos may also be used for marketing purposes, including on our website and social media platforms. No personal items, addresses, or client-identifying information will ever be shown. If you do not wish for any photos from your property to be used publicly, please notify us in writing (text or email) before or immediately after your appointment. We will fully respect your preference.

15. Refusal of Return Visit Waives Complaint Rights

If a client refuses a reasonable offer to return and address concerns, MARINA-CLEANING reserves the right to consider the service complete and final. Refunds or discounts will not be granted if corrective access was denied.

16. Governing Law and Changes to Terms

These Terms and Conditions are governed by and interpreted in accordance with the laws of the Province of British Columbia, Canada. Any disputes arising in connection with these Terms shall fall under the exclusive jurisdiction of the courts of British Columbia.

The most current version of these Terms is available on the MARINA-CLEANING website and is attached to each booking confirmation and invoice. MARINA-CLEANING reserves the right to update or amend its Terms and Conditions at any time. By continuing to use our services, clients agree to the Terms in effect at the time of booking.