

Subscription Cleaning Program – Full Terms & Conditions

Effective Date: August 14, 2025

Last Updated: August 14, 2025

By joining our Subscription Cleaning Program (“Membership”), you agree to the following terms and conditions.

Our goal is to make it **hassle-free to keep your home clean**, while offering flexibility and special perks for loyal clients.

Membership Overview

Our Subscription Cleaning Program is designed for busy households who want to maintain a clean and healthy home without the hassle of rebooking every time.

Your Perks in Detail:

- **Priority Scheduling:** Members are booked first before non-members, but scheduling is still on a *first-come, first-serve* basis within the membership group
- **Locked-In Rates:** Your cleaning rate stays the same for 12 months from your join date. If you cancel and later rejoin, current rates will apply.
- **Free Add-Ons:** Receive 4 free add-ons per year. Choose from:
 - Interior of fridge
 - Interior of oven
 - Windows (up to 8)
 - Interior cabinet cleaning - kitchen or per bathroom

Add-ons must be requested at least 7 days before your scheduled cleaning. Can be used all at once or

- **Exclusive discounts:** Enjoy 10% off additional services outside of your subscription for your active property
- Flexible rescheduling (within our member guidelines)

Your subscription applies to one active property at a time. If you move, your membership can be transferred to your new home. However, perks do not apply to any additional properties outside your active subscription address.

Joining

How to Join:

You can join through our website (which prompts a pre-filled email directly to us) or by calling/texting us directly.

Onboarding Process:

1. Complete and sign:

- Service Agreement
- Client Intake Form
- Credit Card Authorization Form

Authorizes us to charge your card for:

- monthly subscription fees
- any additional services requested outside your plan
- heavy soil or special condition fees

Once paperwork is complete, we'll schedule your *initial* deep clean.

Initial Deep Clean:

- A 25% deposit is due at the time of scheduling and is **non-refundable** if you no-show the appointment
- The deep clean is billed at our standard rate — no membership discounts apply to this first service.
- The remaining balance is due upon completion of the deep clean.

Ongoing Billing

- Your card will be kept securely on file for future charges.
- Monthly subscription fees are automatically billed on the **1st of each month**.

Billing & Charges

- **Monthly Billing Date:** All subscription fees are automatically charged to the card on file on the 1st of each month.
- **Failed Payments:** If a payment is declined, the client will be notified and must provide an updated payment method within 48 hours. Services may be paused until payment is received.
- **Start Date & First Month:** Membership begins on the date of your initial deep clean. Your first monthly charge will be prorated based on the number of days remaining in that month.
- **Mid-Month Cancellations:** If you cancel mid-month, a prorated refund will be issued for any unused cleanings.
- **Additional Services:** Any services outside of your subscription plan will be billed separately at the time of booking.

Heavy Soil or Special Condition Fee: If your home is found to be **beyond normal upkeep** or requires extra time during a scheduled maintenance cleaning, an additional cleaning fee will be charged based on the scope of work needed. The updated rate will be discussed and approved before work begins.

Scheduling & Flexibility

- Members get **priority booking** over non-members.
- Rescheduling is allowed based on availability (members first, first come, first served).
- Cleanings must be scheduled within the same billing month — unused cleanings do not roll over.

Cancellations & No-Shows

If You Need to Cancel:

- Please provide **at least 24 hours' notice** to cancel or reschedule without penalty.

If You Miss a Cleaning:

- No-shows are **non-refundable**.

A “no-show” is defined as any situation where:

- We arrive for a scheduled appointment but are unable to gain access to the property,
- We arrive but are unable to perform the cleaning service for any reason outside our control

- We cannot reach you by phone or text at the time of arrival, **or**
- You cancel **within 1 hour** of your scheduled appointment time.

No-shows are non-refundable, and deposits for no-show deep cleans are forfeited.

Canceling or Pausing Your Membership

- You may cancel your membership **at any time** by email, text, or phone.
- Please provide **at least 30 days' notice and** cancel before your card is charged for the upcoming month.
- If your card has already been charged, you may:
 - Use your remaining cleanings for that month, **or**
 - Request a refund, which will be issued **minus a 3% processing fee**.
- You may pause your membership for **up to 3 months** while keeping your locked-in rate. After 3 months, the membership will automatically cancel.

Final Notes

We reserve the right to update these terms at any time. Members will be notified of any changes by email.

By continuing your membership, you agree to the most current version of these terms.