

# **OUR POLICY**

## **Newhart's Cleaning Service Policy for All Customers**

**By booking services with Newhart's Cleaning Service, you agree to the following terms:**

**1. Cancellation Policy:**

- a. **48-Hour Notice:** Cancellations made at least 48 hours before the scheduled service will incur no fee.
- b. **24-Hour Notice:** Cancellations made within 24 to 48 hours of the scheduled service will incur a fee of 25% of the total invoice amount.
- c. **Less than 24-Hour Notice:** Cancellations made within 24 hours of the scheduled service will incur a fee of 50% of the total invoice amount.
- d. **Exceptions:** Family emergencies or illness will be considered on a case-by-case basis, and fees may be waived or adjusted.

**2. No Show Policy:**

- a. If our cleaner arrives at the scheduled time and is unable to access your home or building due to the customer not being present, not unlocking the door, or for any other reason that prevents the cleaner from entering, a 35% fee of the total invoice amount will be charged. We will make reasonable attempts to contact you if access is not possible, but this fee will apply if entry is not granted.

**3. Backup Cleaners:**

- a. While we have a reliable team of cleaners, in the event that your assigned cleaner is unavailable due to illness or unforeseen circumstances, we may need to send a backup cleaner. We appreciate your understanding and flexibility in these rare instances.

**4. Payment and Processing Fees:**

- a. Payments made via credit card, ACH, PayPal, or Venmo will incur a 4% processing fee, added to the total invoice amount.

**5. Post-Cleaning Responsibility:**

- a. Once our team has completed cleaning a room, it is the client's responsibility to maintain its condition. If, while we are still on-site, a client requests that we re-clean an area they have dirtied, we can accommodate the request for an additional charge.
- b. If our team has already left the premises and a mess is made afterward, it is solely the client's responsibility to clean it. If the client wishes to have the area re-cleaned by Newhart's Cleaning Service, a new appointment must be scheduled, and standard service charges will apply.

**6. Complaint Window Policy:**

- a. *We love feedback and always strive to make our customers happy! If you have any concerns about your service, please let us know within 72 hours of the cleaning. This time frame ensures we can properly address the issue while the condition of the home is still reflective of our work.*
- b. *Complaints submitted after 72 hours may not be eligible for a refund, touch-up cleaning, or other resolutions, as we cannot be held responsible for any new dirt, messes, or changes that occur after the service has been completed.*

**7. Payments with Cash or Check:**

- a. *If paying by cash or check, the full and correct amount must be provided to the cleaning technician at the time the job is completed. We may make exceptions when necessary. We do not accept cash or checks mailed after the service is performed. Please ensure payment is made directly to the technician upon job completion to avoid any delays or inconvenience.*

**8. Bounced Check Policy**

- a. *If a check is returned due to insufficient funds, a \$35.00 fee will be charged to the customer's account. The customer must provide an alternative payment method (such as cash, credit card, or money order) within 7 days to settle the balance. If payment is not received within this time frame, services will be suspended until the balance is cleared. Repeated bounced checks may result in the termination of services.*

**9. Mailed in Checks and Cash**

- a. *We do not accept mailed-in checks and cash due to the risk of delayed payments or potential loss in transit. We recommend preparing checks before the scheduled job or using our online payment options for faster and more reliable processing.*

**10. Recurring Clean Rate Adjustment:**

- a. *For customers who schedule recurring cleanings (only cleanings that are every 3 weeks, monthly, or quarterly), prices will increase by 10% for existing customers and 20% for new customers. This adjustment will apply to all future recurring cleanings and will be reflected in the new service rates.*

**11. Adjustments for Additional Scope or Complexity of Service:**

- a. *We reserve the right to increase the price if the space to be cleaned is larger or more complex than initially described by the customer, or if the cleaning requires more detailed or intricate work than anticipated for the customer's selected cleaning. In such cases, we will notify you of the revised pricing during or after the service. This ensures that we can fully complete the job to the highest standards, doing what is necessary to ensure the space is cleaned properly.*

**12. Pet Policy for Service Homes:**

- a. *We are happy to provide cleaning services for homes with pets. However, for the safety and well-being of our cleaners, we require that pets remain*

*calm and non-aggressive during service visits. If a pet begins growling or shows signs of aggression, we reserve the right to contact the homeowner immediately to address the situation.*

- b. In the event that a pet bites or causes injury to a cleaner, the homeowner will be responsible for covering any resulting medical expenses, including hospital bills. We ask homeowners to ensure their pets are securely contained or managed during cleaning appointments to prevent such incidents.*

**13. Use of Customer-Supplied Cleaning Products:**

- a. If the cleaner uses the customer's supplies at their request, and it is determined that additional work or effort is required due to the product's ineffectiveness or the need for more intensive cleaning, we reserve the right to apply an upcharge. This ensures that the necessary work is completed to maintain our commitment to providing the highest quality cleaning services and preserving our reputation for excellence.*

**14. Photo and Video Policy**

- a. To ensure quality service and for insurance purposes, we may take photos or videos during the cleaning process of the property. These images or videos may be used for internal documentation, quality assurance, and to verify completed work.*
- b. We may also use these materials for promotional purposes, including on our website, social media, or marketing materials. If you prefer that any footage or photos not be used for promotion, please inform us before the cleaning service begins. We will respect your wishes and will not post or share any photos or videos that you prefer to remain private.*

**15. Move-In/Move-Out Cleaning Service Policy**

- a. To ensure efficient service, please have all trash and personal items removed before our cleaning team arrives. If trash is left behind, an additional fee of \$90 will be charged for removal.*
- b. Trash must be cleared by the customer prior to our arrival. If our team needs to remove trash, a \$90 fee will be added to your bill.*

**16. Down Deposits on Jobs**

- a. To ensure mutual commitment and guarantee that the clean will proceed as planned, a 50% down deposit is required for jobs exceeding \$400. This deposit demonstrates your seriousness about the clean and confirms your willingness to fulfill the payment upon completion. The remaining balance will be due upon job completion.*

**17. Cleaning Technician Service Area & Mileage Policy**

- a. Our standard service area for cleaning technicians is within a 15-mile radius from their location. If a client is located beyond this radius, a flat mileage charge of \$0.70 per mile will apply for the one-way distance. This mileage fee will be added to the client's invoice, and clients located outside the 15-mile area will be informed of the charge at the time of booking.*

**18. Payment Policy for Recurring Customers**

- a. *For recurring customers, payment is generally required at the time of the next scheduled cleaning. While we understand that exceptions may arise, we kindly ask that invoices be paid prior to or at the time of service to ensure the continuation of cleanings without interruption. If an exception is necessary, please communicate with us in advance to make arrangements. Failure to make timely payments may result in a suspension of future services until the outstanding balance is resolved.*

**19. Boiler Room Cleaning**

- a. *For insurance and safety reasons, we do not clean boiler rooms. Additionally, the cleaning products we use may be harmful to the equipment in these areas, and we want to ensure the longevity and proper functioning of your systems. Please ensure that these areas are maintained according to your specific needs and safety guidelines.*

**20. Mold Policy**

- a. *For the safety of our team and in compliance with insurance guidelines, our cleaners are not permitted to clean or handle any areas with visible black mold or other types of mold growth. We do not offer mold removal services under any circumstances. If mold is present, we recommend contacting a certified mold remediation specialist prior to scheduling cleaning services with us.*

**21. Delicate & Valuable Items**

- a. *Our team does not clean or dust expensive china, glassware, or fragile collectibles due to insurance restrictions. Customers should handle these items personally to prevent accidental damage.*

**22. Medical Waste & Prescriptions**

- a. *We do not dispose of needles, prescription medications, or any medical-related waste for safety and liability reasons. Proper disposal should be handled according to local regulations.*

**23. Right to Refuse Service**

- a. *Newhart's Cleaning Service reserves the right to refuse service to anyone at our discretion. This includes, but is not limited to, unsafe or unsanitary conditions, inappropriate behavior, or non-compliance with company policies.*

**24. Policy Applicability**

- a. *Our policies apply to the originally scheduled date, any rescheduled date, and any inferred or implied service date. This ensures consistent enforcement regardless of when the service ultimately occurs.*

**25. Air Conditioning During Cleans**

- a. *To ensure the comfort and safety of our cleaners, we kindly ask that your air conditioning be turned on while we are working inside your home. This helps our team stay cool, focused, and able to provide the highest quality service. If air conditioning is not available, please let us know ahead of time so we can plan accordingly or reschedule if necessary.*

