

Newhart's Cleaning Service

Customer Policy

By booking services with Newhart's Cleaning Service, you agree to the following terms and conditions. These policies are designed to ensure clear communication and mutual understanding for a smooth and professional service experience.

Cancellation Policy

a. 48+ Hours Notice: Customers are required to provide at least 48 hours' notice if they need to cancel or reschedule a cleaning appointment to avoid any fees. This notice allows us to adjust our schedules accordingly and offer your slot to other clients.

b. 24–48 Hours Notice: If cancellation occurs between 24 and 48 hours before the scheduled appointment, a cancellation fee of 25% of the total invoice amount will be charged. This compensates for the short notice and potential loss of business.

c. Less than 24 Hours Notice: Cancellations made less than 24 hours before the appointment will incur a cancellation fee of 50% of the total invoice amount. This is due to the difficulty in filling last-minute openings.

d. Exceptions: We understand that emergencies happen. Exceptions to these fees may be made for family emergencies or illness, which will be evaluated on a case-by-case basis. Documentation may be requested to support such claims.

No Show Policy

a. Access Issues: If our cleaning technician arrives at the scheduled time but cannot gain access to your property because you are not present, have not unlocked the door, or for any other reason that prevents entry, a no-show fee will apply.

b. Fee: This fee is 35% of the total invoice amount and reflects the time and resources spent by our technician. We will make reasonable attempts to contact you in the event of a no-show, but if entry is not granted, the fee stands.

Backup Cleaners

a. Occasional Substitutes: While we strive to have the same cleaning technician attend each appointment, unforeseen circumstances such as illness or emergencies may require sending a backup cleaner.

b. Consistent Quality: We appreciate your understanding and assure you that all backup cleaners are trained to the same high standards to ensure consistent quality service.

Payment Policy

- a. Residential Customers: Payment is due upon receipt of the invoice. A 7-day grace period is provided for your convenience; however, if payment is not received within this window, a late fee of 20% of the outstanding balance will be applied.*
- b. Commercial Customers: Payment terms are Net 15 with a 7-day grace period; after that, a 20% late fee applies if payment remains outstanding.*
- c. Processing Fees: Payments made via credit card, ACH, PayPal, or Venmo will incur a 4% processing fee added to the invoice total.*

Post-Cleaning Responsibility

- a. Client Responsibility: Once our cleaning team has finished servicing a room, maintaining its cleanliness is the responsibility of the client. We trust that clients will treat the space with care after our departure.*
- b. Re-clean Requests: If the client dirties an area while our team is still on-site and requests re-cleaning, this can be accommodated for an additional fee. If the team has already left, any required re-cleaning must be scheduled as a new appointment and will be subject to standard service rates.*

Complaint Window Policy

- a. Timely Reporting: To ensure prompt resolution and maintain high standards, all service-related complaints or concerns must be reported within 24 hours of the cleaning appointment.*
- b. Limitations: Complaints submitted after 24 hours may not be eligible for refunds, touch-up cleanings, or other remedies, as conditions may have changed, making it difficult to assess the original service.*

Resolution Policy

- a. No Full Refunds: Newhart's Cleaning Service does not offer full refunds once a service has been completed.*
- b. Touch-Ups: If areas were missed, we can schedule a touch-up during the next cleaning or send a technician back out to address the concern.*
- c. Future Discounts: In cases where a client is unsatisfied, a discount may be applied toward a future clean as a goodwill gesture.*
- d. Invoice Requirement: If a technician is sent back to make corrections, the original invoice must still be paid in full before the return visit can be scheduled.*

Payments with Cash or Check

- a. Payment at Service: Cash or check payments must be given directly to the cleaning technician at the time the service is completed unless otherwise arranged in advance.*

b. Mailed Payments: We do not accept cash or checks mailed in after the service date due to risks of loss or delay. Please ensure payments are made in person to avoid any service interruptions.

Bounced Check Policy

a. Fees: If a check is returned due to insufficient funds, a \$35 processing fee will be added to the customer's account.

b. Payment Deadline: The outstanding balance, including fees, must be settled within 7 days via cash, credit card, or money order. Failure to do so may result in suspension of future services. Repeated bounced checks may lead to termination of services.

Mailed Checks and Cash

a. Policy: Due to security and processing concerns, mailed-in checks and cash payments are not accepted under any circumstances.

b. Recommended Methods: We encourage clients to utilize our secure online payment methods or pay in person to ensure prompt processing.

Additional Charges and Adjustments

a. Price Adjustments: Prices quoted are based on the information provided at the time of booking. If the space to be cleaned is larger, more complex, or requires additional work beyond the initial description, the price may be adjusted accordingly.

b. Communication: Any price adjustments will be communicated to the client during or immediately following the service to maintain transparency.

Pet Policy

a. Behavior Expectations: We welcome the opportunity to serve homes with pets, but for the safety of our staff, pets must remain calm and non-aggressive throughout the cleaning process.

b. Aggression: If a pet shows aggressive behavior such as growling or biting, we reserve the right to pause or terminate the service until the situation is resolved. The homeowner will be responsible for any injuries or resulting medical expenses.

Use of Customer-Supplied Products

a. Customer Requests: Should a client request the use of their own cleaning supplies, we will honor this request.

b. Upcharges: However, if the supplied products prove ineffective or require additional labor to complete the job, an upcharge may be applied to cover the extra effort.

Photo and Video Policy

- a. Documentation: For quality assurance and insurance purposes, our team may take photographs or videos of the cleaning process or completed work.*
- b. Promotional Use: Such media may be used internally or for promotional materials, including websites and social media. Clients may request that photos or videos not be used for promotional purposes prior to service.*

Move-In / Move-Out Cleaning Policy

- a. Preparation: Clients must remove all trash and personal items prior to the arrival of our cleaning team.*
- b. Additional Fees: If our team must remove trash, an additional fee of \$90 will be charged to cover disposal costs and labor.*

Deposits for Large Jobs

- a. Deposit Required: For jobs with a total estimated cost exceeding \$500, a 50% deposit is required before scheduling to secure the appointment.*
- b. Balance Payment: The remaining balance will be due upon completion of the cleaning service.*

Cleaning Technician Service Area and Mileage Policy

- a. Standard Radius: Our standard service radius is 20 miles from the assigned technician's location.*
- b. Mileage Fees: For locations beyond this radius, a mileage fee of \$0.70 per mile (one way) will be added to the invoice and communicated at booking.*

Payment Policy for Recurring Customers

- a. Timely Payment: Recurring cleaning customers are expected to pay by the date of their next scheduled appointment to avoid interruptions.*
- b. Exceptions: Exceptions may be made on a case-by-case basis with prior arrangement.*

Boiler Room Cleaning

- a. Exclusion: For safety and insurance reasons, we do not provide cleaning services for boiler rooms or related mechanical areas.*

Mold Policy

- a. Non-Service: Our team does not clean or remove any visible mold or mildew.***
- b. Remediation: Clients should consult with a certified mold remediation specialist prior to booking cleaning services in affected areas.***

Delicate and Valuable Items

- a. Exclusions: We do not clean or dust fragile items such as expensive china, glassware, or collectibles due to insurance restrictions.***
- b. Client Responsibility: Clients are responsible for securing and handling such items.***

Medical Waste and Prescriptions

- a. Non-Disposal: Our service does not include disposal of needles, prescription medications, or any form of medical waste.***
- b. Proper Disposal: Clients are responsible for proper disposal in accordance with local regulations.***

Right to Refuse Service

- a. Grounds: Newhart's Cleaning Service reserves the right to refuse or discontinue service if conditions are deemed unsafe, unsanitary, or if clients exhibit inappropriate behavior.***
- b. Discretion: Such decisions will be made at management's discretion to ensure the safety and well-being of our team.***

Policy Applicability

- a. Coverage: These policies apply to all originally scheduled appointments, as well as any rescheduled or implied service dates.***

Air Conditioning During Cleans

- a. Comfort: To ensure the comfort and safety of our cleaning staff, clients are asked to keep the air conditioning on during service visits when possible.***
- b. Notice: If air conditioning is unavailable, please notify us in advance so we can plan accordingly.***

Weather and Emergency Delay Policy

- a. Delays: In the event of severe weather, unsafe travel conditions, or other emergencies beyond our control, service appointments may be delayed or rescheduled without penalty.***

b. Communication: We will notify clients as soon as possible and work to reschedule at a mutually agreeable time.

Minimum Service Fee

a. Fee: A minimum service fee of \$80 applies for all service visits, regardless of any reduction in scope upon arrival.

Safety and Hazardous Conditions

a. Right to Stop: Our cleaning technicians reserve the right to pause or stop service if unsafe or hazardous conditions are discovered, including but not limited to pest infestations, biohazards, or structural issues.

b. Fees: Fees may apply for partial or attempted services in these cases.

Damage and Liability Disclaimer

a. Limitations: While every effort is made to provide careful service, Newhart's Cleaning Service is not responsible for damage caused by pre-existing conditions, normal wear and tear, or instability of surfaces or fixtures.

Customer Preparation Policy

a. Expectations: To facilitate efficient and thorough cleaning, clients should ensure that floors are free of clutter, dishes are removed from sinks, and valuables are secured before our arrival.

Tipping Policy

a. Optional: Tipping is never expected or required but is always appreciated as a gesture of thanks.

b. Methods: Tips may be given directly to cleaning technicians in cash or added to invoices when paying by other methods.


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