

Newhart's Cleaning Service Customer Policy

By booking services with Newhart's Cleaning Service, you agree to all policies listed below. These terms ensure clear expectations and a professional service experience for both parties. Policy

Acknowledgement: By approving an estimate, scheduling service, or submitting payment, the client acknowledges receipt of and agrees to abide by all Newhart's Cleaning Service Customer Policies.

Cancellation Policy 1.1. Customers must provide at least 48 hours' notice to cancel or reschedule to avoid fees. 1.2. Cancellations made between 24–48 hours before the appointment will incur a fee of 35% of the total invoice amount if the client chooses to reschedule. 1.3. Cancellations made less than 24 hours before the appointment will incur a 50% cancellation fee if the client does not reschedule. 1.4. Emergency exceptions (such as illness or family emergencies) may be considered on a case-by-case basis. Documentation may be requested.

No-Show Policy 2.1. If a cleaning technician arrives and cannot gain access because the customer is not present, has not provided access, or conditions prevent entry, a no-show fee will apply. 2.2. The no-show fee is 35% of the total invoice amount if the client reschedules, or 50% of the total invoice amount if the client does not reschedule.

Backup Cleaner Policy 4.1. The same cleaner is scheduled whenever possible; however, illness, emergencies, or scheduling conflicts may require sending a replacement cleaner. 4.2. All cleaning technicians are trained to Newhart's standards to ensure consistent service quality.

Payment Policy 5.1. Residential customers: payment is due upon invoice receipt. A 7-day grace period applies; invoices unpaid after 7 days will incur a 20% late fee. 5.2. Commercial customers: Net 7 payment terms apply. A 7-day grace period applies; invoices unpaid after 14 days will incur a 20% late fee. 5.3. Payments made via credit card, ACH, PayPal, or Venmo incur a 4% processing fee.

Payment Policy for Recurring Customers 6.1. Recurring cleaning clients must ensure payment is made before the next scheduled appointment unless prior arrangements are established.

Cash and Check Payments 7.1. Cash or checks must be handed directly to the technician at the time of service. 7.2. Mailed-in checks or cash are not accepted due to loss and processing risks.

Bounced Check Policy 8.1. Any returned check will incur a \$35 processing fee. 8.2. All outstanding balances must be paid within 7 days via card (online pay). Repeated returned checks may result in service termination.

Minimum Service Fee 9.1. A minimum charge of \$90 applies to all service visits, regardless of reduced workload at the time of service.

Price Adjustments and Final Pricing 10.1. Estimates and quotes are based on the information provided at booking. If the job requires additional time, labor, or services beyond the initial scope, pricing may be adjusted. 10.2. Pricing adjustments and final pricing are non-negotiable. 10.3. All pricing is compliant with the Virginia Consumer Protection Act. Newhart's Cleaning Service is not in the business of deceptive or fraudulent pricing practices. 10.4. Adjustments will be communicated during or immediately after service.

Deep Cleaning Standards 11.1. Homes requiring extra labor due to buildup, neglect, or prior lack of professional cleaning may be upgraded to deep cleaning rates and/or additional labor fees.

Biohazard and Prohibited Cleaning Materials 12.1. Cleaners do not handle or remove: bodily fluids, medical waste, needles, prescription drugs, pet feces, urine, vomit, pest infestations, mold, or mildew. 12.2. If such issues are discovered, cleaning may be paused or stopped and a partial service fee may apply.

Mold Policy 13.1. Newhart's staff does not remove visible mold or mildew. 13.2. Clients must use a licensed remediation company before booking cleaning in affected areas.

Pet Policy 15.1. Pets must remain calm and non-aggressive. 15.2. If a pet displays aggressive behavior (growling, biting, blocking movement), cleaners may halt service. 15.3. Clients are responsible for any resulting injuries or medical expenses.

Delicate and Valuable Items 16.1. Cleaners do not dust, move, or clean fragile or irreplaceable items such as fine china, collectibles, and antique glass. 16.2. Clients are responsible for securing such items before the cleaning appointment.

Damage and Liability Policy 17.1. Customers must report suspected damage within 24 hours of the completed service. 17.2. Liability does not apply to pre-existing damage, old or loose fixtures, weak or unstable furniture, or normal wear and tear. 17.3. Newhart's liability, when applicable, is limited to repair or replacement value up to \$500.

Non-Solicitation Policy 18.1. Clients may not hire or attempt to hire Newhart's employees independently for a period of 12 months following their last appointment.

Customer Preparation Requirements 19.1. To ensure full service is completed as scheduled, clients are required to remove clutter from floors and surfaces, clear dishes from sinks, provide clear access to service areas, and secure valuables.

Post-Cleaning Responsibility 20.1. Once a room has been cleaned, maintaining its condition is the client's responsibility. 20.2. If the client dirties an area while cleaners are on-site and requests re-cleaning, additional charges will apply. 20.3. If cleaners have already left, a new appointment must be booked.

Complaint Window Policy 21.1. All concerns must be reported within 24 hours of service. 21.2. Issues reported after 24 hours may not qualify for corrections due to changing conditions.

Resolution Policy 22.1. Full refunds are not provided during or once services are completed. 22.2. Touch-ups may be scheduled or a discount applied to a future cleaning. 22.3. Original invoices must be paid before a return visit is scheduled.

Non-Payment and Ghosting Policy 22.4. If payment is not successfully collected and the client ceases communication ("ghosting"), Newhart's Cleaning Service reserves the right to pursue all legal remedies available, including filing a claim in small claims court. 22.5. Clients agree to respond to reasonable payment-related communication in good faith. Newhart's Cleaning Service operates with courtesy and professionalism and expects the same from its clients.

Right to Refuse or Halt Service 23.1. Service may be refused or stopped due to unsafe conditions, harassment toward staff, hostile pets, or biohazards. 23.2. Decisions are made at management discretion.

Move-In / Move-Out Cleaning 24.1. All belongings and trash must be removed before the cleaning team arrives. 24.2. If cleaners must remove trash, a \$50 disposal fee will apply.

Move-Out Payments and Cancellation 25.1. No deposit is required for move-out cleanings. A secondary billing address is required to ensure payment is accepted and successfully processed when paying online. 25.2. Cancellations within 4 days forfeit 50% of the deposit. 25.3. Cancellations within 24 hours are billed at full cost.

Commercial Client Payment Terms 26.1. Commercial invoices are due Net 7 unless otherwise agreed upon in writing. 26.2. A 20% late fee is applied after 14 days unpaid.

Mileage and Service Area Policy 27.1. Standard service radius is 25 miles. 27.2. Locations outside this radius will incur a \$0.70 per mile, one-way charge.

Communication Policy 28.1. All scheduling, complaints, changes, or service questions must go through the Newhart's Cleaning Service office. 28.2. Clients may not schedule, negotiate pricing, or request changes directly through cleaners or owners (Sarah and Izaiah Newhart).

Photo and Video Policy 29.1. Technicians may take photos or videos for quality control, documentation, or insurance protection. 29.2. Media may be used for marketing unless the client requests otherwise prior to service. 29.3. No images will include children, personal documents, or visible addresses unless used strictly for internal purposes.

Weather and Emergency Delays 30.1. Severe weather or emergency conditions may require delays or rescheduling without penalty. 30.2. Newhart's Cleaning Service will notify clients as soon as possible.

Temperature and Environment 31.1. Clients should maintain a reasonable indoor temperature, including air conditioning during hot months, to ensure safe working conditions. 31.2. Clients should notify Newhart's Cleaning Service if climate control is unavailable.

Square Footage & Pricing Accuracy 32.1. All pricing is based on the square footage and details provided at the time of booking. It is the customer's responsibility to disclose any areas that are not to be cleaned (including garages, unfinished basements, storage areas, or locked rooms) prior to service. 32.2. Pricing adjustments cannot be made after the service has been completed. Any requested changes must be communicated no later than 24 hours before the scheduled service time.

Legal Compliance Notice These policies are intended to comply with applicable Virginia laws, including the Virginia Consumer Protection Act. Policies are written in good faith to promote transparency, fair business practices, and mutual respect between Newhart's Cleaning Service and its clients.

