

Dustination Nova Scotia



Dustination Nova Scotia Policies: Residential Clients

At [Dustination Nova Scotia](https://dustinationns.ca), we value transparency in every part of our business. If you find this policy useful, we encourage you to apply it in your own service.

Personal Protective Equipment (PPE) and Safety Policy

All cleaning staff must wear shoes indoors for personal protection, reducing the risk of injury from hazardous materials, sharp objects, or slips.

Staff will also wear gloves and masks when necessary, to ensure protection from potential allergens.

Clients are encouraged to inform us of any specific safety concerns or hazards before the cleaning session begins

Our Care & Responsibility Policy

We treat your home with the same care we would our own. While we do everything possible to prevent accidents, we want to be upfront about what we can — and can't — take responsibility for.

What We Cover

- If something is damaged because of our mistake, we'll take responsibility for repairing or replacing it (up to a reasonable value).

What We Can't Cover

Some items are especially fragile or outside our control, so we can't be responsible for:

- Loose or delicate items like vases, picture frames, or collectibles.
- Items with pre-existing damage or wear.
- Valuables such as jewelry, cash, antiques, or irreplaceable heirlooms.
- Electronics or appliances that stop working (sometimes they fail coincidentally).
- Surfaces that need special products or care if we aren't told in advance (e.g., natural stone, specialty finishes).

How You Can Help

- Please secure or put away valuables and fragile items before your cleaning.
- If there's something delicate or high-value that needs special attention, just let us know — we'll be extra careful.

Insurance

We carry general liability insurance for your peace of mind, but for high-value or one-of-a-kind items, we recommend they remain covered under your home insurance

Rescheduling and Cancellation Policy

We require a 24-hour notice for cancellations. Any cancellations made less than 24 hours in advance will incur a cancellation fee. (See our Payment Terms Policy for more information on fees)

If a client or household member is ill, especially with symptoms of a contagious illness (such as COVID-19, flu, etc.), please inform us as soon as possible so we can reschedule at no cost.

Cleaning Product Usage Policy

As part of our commitment to sustainability and green cleaning approach, we use chemical-free Steam cleaning to ensure a safe and healthy environment for clients and their pets.

If we cannot clean an item with Steam, we will use an eco-friendly, scent-free alternative.

Pet and Home Security Policy

We absolutely love pets, but for their safety and ours, we kindly ask that pets be kept in a separate area while we clean.

We recommend clients provide us with any specific instructions for entering the home (lockboxes, alarm codes, etc.) and securing the property after the cleaning.

All staff members are bonded and insured for your peace of mind.

Damage or Breakage Policy

In the unlikely event that an item is damaged or broken during cleaning, we will notify the client immediately and provide a resolution within 48 hours. We require any damage claims to be reported within 24 hours of the service.

Service Guarantee Policy

We are committed to providing a 100% satisfaction guarantee. If you are not satisfied with the service, we will revisit and re-clean any areas within 48 hours. Additionally, we offer a 10% compensation credit toward your next service. (See our Unique Guarantee Policy for more information)

Client Feedback and Communication

We highly appreciate open communication with our clients. After each service, you may receive a feedback form, and we welcome all feedback—positive or negative—to help us continuously improve.

Please contact our office by phone or email to discuss any concerns, special requests, or adjustments to your service plan.

[Dustination Nova Scotia](#)

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"A world united in preserving our environment for future generations, igniting the spirit of adventure in our collective journey."

Name	Contact Information
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