

## POLICIES OF Mean Green Cleaning Co.

These policies are in place to help us deliver exceptional service to ALL of our clients every visit. Please read through them.

- Phone/Office hours - We are available by phone Monday – Friday 7:30 – 4:00 if we do not answer leave a message and we will call you back as soon as possible. In the case of an emergency or you need to cancel a service you may call at any time. Please reserve inquiries during office hours.
- Cleaning Hours - We are available for cleaning Monday – Friday between 7:30 – 4:00, with our last clean of the day scheduled no later than 2:00pm. We do offer cleanings before and after parties any day of the week, but these need to be scheduled in advance for availability.
- Holidays - We observe New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. When December 24th and 31st fall on a weekday (M-F), we will close at 12:00pm.
- Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. Please show the same respect. We request that you give us a minimum of 24 hours advance notice (Monday clients must call before noon on the previous Friday), IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON. Our business number, 850-974-8234, is available to you at all times. Failure to provide adequate notice could result in a \$50 late cancellation fee. We understand that circumstances arise that require a cancellation, but if a client has excessive cancellations we reserve the right to canceling all future cleanings.
- Access to your home - We will make every effort to arrive to your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to issue us a house key. Your key is coded with a number, it is never associated with your street address, and is kept in a locked secure key box. You can also choose to meet team members at your home so long as it doesn't interfere with scheduling. Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing.
- Lock Outs - If we arrive to your home and you forgot to leave the door open, leave a key or the team needs to leave without cleaning for any reason, you could be charged 50% of your regular cleaning cost. Our employees are paid by the hour and this fee is necessary to cover their cost. Most of our customers do entrust us with a key to their home, a responsibility we take very seriously.
- Making payments. All payments must be made the day of or before your scheduled cleaning. We accept Cash, CashApp, Venmo, and Credit/Debit cards.
- Should any member of your household require the use of syringes, please insure that they are disposed of safely. Any secure container like a coffee can, can be used to store used syringes and/or needles prior to final disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.

- Please dispose of bodily fluid hygiene products appropriately. Please wrap up in paper/tissues and toss in a lined canister for easy disposal. We wear gloves to protect ourselves, but we will not be picking up any that maybe lying on the floor. (It's happened!)
- So we don't melt like the Wicked Witch of the West, please set your AC to 74 or lower prior to our arrival. We're happy to readjust the temperature per your written instructions when we leave.
- In event of a Hurricane and other poor weather conditions we may need to skip your clean in order to keep our teams safe. We'll do our best to reschedule to the earliest available appointment.
- To protect our cleaners and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning.
- Damage or Breakage - We make every effort to take the greatest care while in your home, but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team.
- Your satisfaction is our #1 Priority, therefore we guarantee on all of our cleaning services. Any necessary adjustments must be reported to our office within 24 hours of the cleaning date for resolution by one of our cleaning staff members.
- With our continued commitment to our clients, in providing a unique detailed cleaning service, we are excited to offer FREE rotational periodic tasks at each visit. Please look for the enclosed Customer Data Sheet and be sure to fill out the section on Periodic Tasks and return it to us. This free offer is for our weekly and bi-weekly clients.
- Tipping is never required but as with all services they are very much appreciated and 100% goes directly to your cleaner!

Mean Green Cleaning Co.  
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