**TERMS AND CONDITIONS**

**Guarantee of service**
We are confident in our work and are committed to providing superior service. The Filthy Bucket offers a 100% Satisfaction Guarantee. If you are not completely satisfied, contact us immediately or within 24 hours and we will make it right.

**Payment Options**
Methods of payment accepted are cash, check, Master Card, Visa, American Express. Please make all checks payable to The Filthy Bucket LLC. Payment for service is due on or before the day of service. A credit card is maintained on file and billing options are discussed as part of client agreement. A $50 per month late fee will be assessed for late payment. A minimum charge of $35.00 dollars will be charged for returned/bounced checks in addition to any outstanding amounts.

**Cancellation policy**
We require a minimum of **24 hours** cancellation notice (holidays and weekends included). If you need to cancel or would like to reschedule your appointment, please phone or email the office directly.

Cancellation fees will be billed as follows:
Full minimum cleaning fee will be billed on the day of cleaning if the cleaner is unable to gain access to the establishment or home, if the key has not been left with the doorman or agreed upon location, if the post-renovation contractor or other contracting crew have not completed work according to schedule and our cleaning crew is on site.

**A charge of 50.00 of service will be charged if the 24 hour cancellation policy is not honored**. Excessive cancellations with less than 24 hours’ notice are subject to cessation of services. We understand that emergencies arise.

Please note: If frequency of scheduled cleaning changes or is reduced (eg. weekly will become monthly only) fee charged will also be adjusted.

**Cancellation of agreement or service**
If you would like to cease receiving service temporarily, long-term or permanently we request 2 weeks’ notice.

**Confidentiality and Security policy**
The safety of our clients and cleaners is paramount at The Filthy Bucket. We maintain a strict policy regarding the privacy of our clientele. We guarantee discretion and do not share information (including but not limited to e-mail, residential addresses, telephone numbers and profiles).

We do not allow anyone into the residence without explicit direction from our client. We also ask that you inform the office of expected service and delivery persons or if someone will be in the home working or visiting upon cleaners’ arrival. Cleaners must wear shoes to be in compliance with government safety standards. Keys to residence or facility are coded and do not have personal information on keytags.

Please advise of anything in the home that is not working properly (glass shower door falls off hinges when opened, hot water faucet is reversed with cold water, exposed wiring, picture frame is already broken and should not be moved, etc.)

**Office Hours**
Our standard office hours are Monday to Friday 9am – 5 p.m. and Saturday 9am -1pm. We schedule service 6 days per week.

**Pricing**
Let us give you a free estimate based on your cleaning needs. Please contact us for your personalized quote.