

welcome
Packet



bluebird
cleaning service

Welcome & Thank You

Bluebird Cleaning Service wishes to express our appreciation for this opportunity to work with you. We look forward to serving you to the best of our ability. Our company takes pride in cultivating long-term relationships with our customers. The following guidelines will ensure top quality and a mutually respectful working relationship, as well as answer any questions you may have.

Cleaning Day Responsibilities

- For best possible service, please make sure to have clutter taken care of before our arrival. We ask that you pick up toys, clothing, and other items before our visit so we can focus our time and efforts on dirt and grime, not putting things in their proper places.
- If you have valuables or heirlooms (including but not limited to any irreplaceable, collectible, or expensive objects) it's preferred that these items are secured and put away to avoid potential accidents. Please let us know of any valuables that you prefer we not clean or handle. If the item is very large and cannot be put away. (Such as a piano.) Just let us know before our visit, so we can avoid that area while cleaning.
- In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold.

Access To Service Location

- If you issue us a key, it will be labeled immediately and kept secure in our key case. It will only be distributed to your cleaner for service appointments only. Your cleaners will make sure to lock up after the service is complete. You could also be home, have a hidden key nearby, or provide a door code if you are not comfortable issuing us a key.
- If your cleaners are unable to gain access to the service address on the day of your scheduled cleaning appointment, a full cleaning fee will be charged so please be certain the method of entry is a no-fail one.

Special Requests & Preferences

- It is your responsibility to advise us on your preferences, special requests, and unique service location conditions as soon as reasonably possible.

Add-Ons

- For additional cleaning on your scheduled visit, please contact us at least 24 hours in advance.

Inside Fridge Cleaning\$45

Inside Oven Cleaning \$45

Interior Window Cleaning (Per Window).....\$5

Detailed Blind Dusting (Per Blind)..... \$10

Hand Wash One Sink Of Dishes \$20

Detail Baseboards \$60

Pets

- You are responsible for making sure your pet(s) are in a safe spot during your appointment. This is both for your pet's and your cleaner's safety. Many pets are not comfortable with visitors or loud noises.
- If you have pets that shed excessively, please provide your own broom and vacuum. We have our own equipment, but we try to minimize the spread of allergens from home to home.
- Cleaning pet messes of any kind including litter boxes, vomit, urine, and feces, are your responsibility. Under no circumstances will we use our cleaning supplies to clean up pet messes. If a client has a pet that has accidents, we will require the use of their vacuum.

Cleaner's Arrival

- Our services include text notifications and email reminders to help keep you on track.
- Taking heavy traffic and other factors into consideration, please anticipate your cleaners to potentially arrive up to 30 minutes later than expected.
- There are times when we determine that it is not safe to travel to your home, in that case, we will make every effort to reschedule your cleaning. In the case that we cannot reschedule you due to unavailable slots, we'll have to skip your cleaning and offer you a discount for your next visit. Please assist us with your understanding and flexibility.

Payment & Additional Fees

- We exclusively accept card payments. Payments are due in full upon completion of service. The card on file will be charged automatically on the scheduled day of service. To update the card on file, contact us in a timely manner to avoid any issues.
- **Extra Dirty Fee:** \$30 will apply if the service location falls below a reasonable expectation of cleanliness.
- **Back-To-Back Skips Of Service:** An increase to your next cleaning may be discussed prior to and applied to your next cleaning. This is because your maintenance fee is based, in part, on the frequency with which we clean your home. Repeated skips or prolonged durations between cleanings make the cleaning tasks more laborious and time-consuming on the day of service. This could be a \$10-\$80 increase depending on the situation.
- **Lockout:** Full-service fee will be assessed in the event that cleaners are unable to access the service location.

Cancellation/Rescheduling Policy

- **Within 72 Hours:** For cancellations/reschedulings within 72 hours of service, a \$50 fee will be charged.
- **Within 24 Hours:** For cancellations/reschedulings within 24 hours of service, a full house cleaning fee will be charged.

Referral Rewards Program

- When a customer refers anyone that signs up for our weekly, biweekly, or four-week service plans, we offer a \$50 credit to both their accounts that'll go toward their upcoming cleaning. The onboarding client must mention the referrer's name, book, and honor their appointment.

Holidays

- We are closed on Saturdays, Sundays, and all major holidays; New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Black Friday, Christmas Eve, and Christmas Day. We are open most banking and school holidays.

Disclaimers

- **Refunds:** Since cleaning is a very personalized and subjective service, we cannot offer refunds to clients. However, we want you to be satisfied with our services! We offer a 100% satisfaction guarantee on our services, if a task was not completed to your satisfaction or was missed during our visit simply contact us within 24 hours and we'll do what we can to make sure you're happy with the result.
- **Recurring Plan Price Adjustments:** As the needs or conditions of your home change, you may receive a price increase. We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. If a recurring client discontinues and reinstates service with Bluebird Cleaning Service the original price is not guaranteed, and a new rate may be given.
- We will not be liable for faulty or poorly installed furniture/fixtures, picture hangings, appliance parts, aged or brittle wood blinds, etc. that break or fall while cleaning.
- All cleaning products supplied by you that may cause damage to any surface will not be the responsibility of Bluebird Cleaning Service LLC
- As a house cleaning company that offers recurring plans and enjoys going the extra mile for our customers, when able, for the most part, your house cleaner will take care of "weekly" cleaning tasks. Daily chores, including making the bed(s), washing dishes, changing out sheets, and washing clothes will be left to the customer.

Exclusions

We do not provide or specialize in the following services:

- Organization of personal belongings.
- Cleaning of blood, vomit, feces, or other bodily fluids or matter.
- Cleaning of patios, porches, garages, or any outdoor areas.
- Cleaning of areas that are out of reach of our stepstool.
- Cleaning of exterior windows.
- Complete odor removal.
- Removal of mold.
- Removal of water and/or fire damage.
- Removal of rust or paint.
- Loading, unloading, or folding laundry.
- Loading or unloading dishes in dishwashers.
- Washing and/or complete restoration of walls.
- Moving or lifting items over 20 lbs.
- Washing of dishes unless payed for.

Business Hours & Contact Info

- We operate from 8am-5:30pm, Monday–Thursday, and 8am-3pm on Friday.
- **Call/Text:** 979-575-6050
- **Email:** contact@bluebirdcleaningservice.com