

Terms and Conditions

Effective Date (Updated): January 31st, 2025

Welcome to **Utah Deep Cleanings**. By scheduling an appointment, booking a service, or using our website, you agree to the following **Terms and Conditions**. Please read these terms carefully before booking.

1. Acceptance of Terms

By booking a cleaning service with Utah Deep Cleanings, you agree to be bound by these Terms and Conditions, which form a legally binding agreement. If you do not agree with any part of these terms, please do not proceed with booking our services.

2. Booking & Appointment Policy

2.1 Scheduling Services

- Appointments must be scheduled online, by phone, or through our approved booking system.
- A valid name, phone number, email address, and service address must be provided at the time of booking.
- A confirmation email or text message will be sent once your booking is successfully scheduled.

2.2 Service Availability

- Appointments are subject to availability and are scheduled on a first-come, first-served basis.
- We reserve the right to reschedule or decline an appointment due to unforeseen circumstances, including staff availability, weather conditions, or emergencies.

2.3 Access to Property

- Clients must provide safe and unrestricted access to the premises on the scheduled cleaning day.
- If entry is not possible due to locked doors, security restrictions, or any other reason, the appointment will be considered a **missed appointment**, and a cancellation fee may apply.

3. Payment Terms

3.1 Pricing & Quotes

- All prices are listed on our website and are subject to change.
- Custom quotes for services outside standard packages will be provided upon request.
- Additional fees may apply for excessive dirt, clutter, hazardous conditions, or other special cleaning requirements.

3.2 Payment Methods

- Payments must be made at the time of booking or immediately after the service is completed.
- We accept **credit/debit cards, online payments, and other approved methods** listed on our website.
- Failure to make timely payments may result in service suspension or legal action.

3.3 Late Payment Policy

- If payment is not received within **24 hours** of service completion, a late fee of **\$15 per day** may be applied.
- Utah Deep Cleanings reserves the right to use third-party collection services if payment is overdue beyond **14 days**.

4. Cancellation & Rescheduling Policy

4.1 Cancellation by Client

- Cancellations must be made at least **24 hours** before the scheduled appointment.
- If a cancellation occurs within **24 hours**, a **cancellation fee of 50%** of the total booking price will apply.
- Same-day cancellations or no-shows will be charged **100% of the total service fee**.

4.2 Rescheduling

- Clients may reschedule their appointments up to **24 hours** before the service time without any additional charge.
- If a rescheduling request is made **less than 24 hours** before the appointment, a **\$25 rescheduling fee** will apply.

4.3 Cancellation by Utah Deep Cleanings

- In the event we must cancel or reschedule an appointment due to unforeseen circumstances, we will notify you as soon as possible and offer the next available time slot.

5. Service Terms & Limitations

5.1 Scope of Services

- Utah Deep Cleanings provides cleaning services as described in the service packages listed on our website.
- We do not offer **hazardous material removal, pest control, mold remediation, heavy lifting, or repairs**.

5.2 Customer Responsibilities

- Clients must **declutter and remove personal items** before our cleaners arrive.
- Hazardous conditions such as excessive hoarding, biohazards, or unsafe environments must be disclosed prior to booking.
- We are not responsible for cleaning areas that are obstructed or inaccessible.

5.3 Satisfaction Guarantee

- If you are dissatisfied with any aspect of our service, please notify us **within 24 hours**.
- We will assess the issue and may offer a re-clean at no additional cost if deemed necessary.
- Refunds are issued at Utah Deep Cleanings' sole discretion and are not guaranteed.

6. Liability & Damage Policy

6.1 Limited Liability

- Utah Deep Cleanings and its employees are not responsible for **pre-existing damages, stains, or wear and tear** in the cleaning area.
- We are not liable for **minor cosmetic damage** caused by regular cleaning processes.

6.2 Property Damage

- If an employee causes significant damage to property during service, the client must report it within **24 hours** of service completion.
- Utah Deep Cleanings reserves the right to repair or replace damaged items at its discretion.

6.3 Personal Items

- Clients must secure all **valuables, cash, jewelry, and fragile items** before the cleaning session.

- We are not responsible for lost or misplaced items.

7. Privacy Policy

- Utah Deep Cleanings respects your privacy and will never sell, share, or misuse your personal information.
- All personal data provided for booking is stored securely and used only for service-related communication.

8. Force Majeure

- Utah Deep Cleanings shall not be held responsible for any failure or delay in service due to **acts of God, natural disasters, labor strikes, accidents, or other unforeseen events beyond our control.**

9. Changes to Terms & Conditions

- Utah Deep Cleanings reserves the right to modify or update these Terms and Conditions at any time.
- Any changes will be posted on our website and will take effect immediately upon posting.