

Welcome to The Cleaning Bee

We're so excited to have the opportunity to care for your home.

At The Cleaning Bee, we take pride in creating clean, comfortable, and refreshed spaces for our clients to enjoy. As a small, family-run business, we value trust, consistency, and attention to detail in everything we do.

From the moment we arrive, our goal is to treat your home with the same level of care and respect as we would our own.

This guide is designed to provide you with a clear understanding of how we operate, what to expect, and how we can deliver the best possible experience for you.

We truly appreciate your trust and look forward to building a long-term relationship while keeping your home sparkling.

With appreciation,

Julianna Burton

Owner, The Cleaning Bee

What to Expect on Cleaning Day

Our goal is to provide a smooth, stress-free experience from start to finish.

- You will receive a message once your service has been completed
- You do not need to be home unless you prefer to be

We operate within an **arrival window** rather than an exact time. This allows flexibility for travel, prior appointments, and multiple crews.

While we do our best to stay within your scheduled window, exact arrival times may vary.

If you have any special requests or areas needing extra attention, please communicate them prior to your appointment so we can plan accordingly.

Preparing for Your Cleaning

To ensure the best results, we kindly ask that your home is prepared prior to our arrival.

Please:

- Pick up personal items, toys, and clutter
- Clear floors and countertops when possible
- Put away dishes and loose items

This allows our team to focus fully on cleaning rather than organizing and ensures your home receives the highest level of detail.

Service Details & Limitations

Our services are based on the condition of the home, time scheduled, and agreed scope of work.

While we always aim to complete all tasks, certain factors may impact what can be completed during a visit, including:

- Heavily soiled areas
- Excess clutter
- Time constraints

We do not provide:

- Organization of excessive clutter
- Biohazard, mold, or hazardous cleaning
- Cleaning of pet waste, litter boxes, or cages

Additional requests outside the original scope may require additional time or scheduling.

Policies & Procedures

Luxury Deep Detail Cleaning Requirement

All new clients begin with a deep clean before starting recurring services unless otherwise discussed.

This allows us to bring your home to a maintainable standard so future cleanings can be consistent and effective.

Scheduling & Availability

We operate on a pre-scheduled basis.

- Recurring clients receive priority scheduling
- Appointments are scheduled within arrival windows
- Specific arrival times are not guaranteed

Deposits & Cancellation Policy

To reserve your appointment, a deposit may be required for:

- New clients
- Deep cleans
- Larger or time-blocked services

Deposit Details:

- Standard deposit: \$60 (may vary for larger jobs)
- Deposits are applied toward your total service cost

Cancellation & Rescheduling:

We require at least **48 hours notice** for any cancellations or changes.

- If you cancel or reschedule **48 hours or more in advance**, your deposit will transfer to your new appointment.
- If you cancel or reschedule **within 48 hours**, the deposit will be retained as a cancellation fee.
- If we are unable to access the home at the scheduled time, this will be treated as a late cancellation.

Rebooking:

A new deposit may be required to secure a future appointment after a late cancellation.

Repeated last-minute cancellations may result in prepayment requirements for future bookings.

Payment

Payment is due upon completion of service unless otherwise agreed upon.

Accepted payment methods:

- Venmo (@thecleaningbee)
- Check (payable to The Cleaning Bee)

Unpaid balances may result in future services being paused until resolved.

Home Access / Lockout Policy

Clients may choose to be home or provide entry instructions.

Please ensure all access details are accurate prior to your appointment.

If we are unable to access the home at the scheduled time, the appointment may be treated as a late cancellation.

Pets

We love working in pet-friendly homes and are happy to accommodate households with animals.

For the safety of both your pets and our team, we kindly ask that all pets are secured or put away during the time of service. This helps ensure we can work efficiently while preventing stress or safety concerns for everyone involved.

Please note:

- We do not clean pet waste, litter boxes, or cages
- A \$25 pet fee will be applied in homes with shedding or multiple pets to account for additional time, detail, and wear on equipment

If pets are minimal or non-shedding, the pet fee may be re-evaluated after your initial cleaning.

Products & Supplies

We provide all professional-grade cleaning products and equipment.

If you have any product preferences, sensitivities, or allergies, please let us know prior to your appointment and we will do our best to accommodate.

Photos & Privacy

We may occasionally take before-and-after photos of our work for training or marketing purposes.

- Photos will never include personal items, people, or identifying details
- Clients may opt out at any time by notifying us in advance

Satisfaction Guarantee

Your satisfaction is very important to us.

If something was missed, please notify us within **24 hours** of your cleaning. We will return at our **soonest availability** to address the concern.

This guarantee applies only to items within the original scope of work and does not include new messes or additional requests.

Health & Safety

For the safety of both our team and our clients:

- Please notify us if anyone in the home is sick prior to your appointment
- We reserve the right to refuse or reschedule service if conditions are unsafe, hazardous, or unsanitary beyond normal cleaning scope

Weather & Emergencies

In the event of severe weather or unforeseen circumstances, appointments may need to be rescheduled.

You will be notified as soon as possible, and any deposits will transfer to your new appointment.

Communication

We communicate primarily through text or Facebook Messenger.

We do our best to respond promptly and keep communication clear and efficient.

The Cleaning Bee Promise

We are committed to:

- Quality
- Consistency
- Trust

Every home we enter is treated with care, attention, and pride.

Contact Information

Phone: (217) 254-9222

Email: thecleaningbeeofil@gmail.com

Venmo: @thecleaningbee