

SPOTLESSCORP.CA

# *Policy*

## Flat-Rate Pricing

I offer a simple flat-rate pricing structure that allows you to get a fair price based solely on the square footage of your home and the services you select. That's it! The price is the price, regardless of the amount of time it takes. This makes it easy to schedule by phone or online and gives you a predictable upfront cost. I offer a few levels of cleaning, plus many add-on options so that you can customize our services to suit your needs. If you would like a specific service that is not on the cleaning menu, please contact me and I will be happy to accommodate you if possible.



SPOTLESSCORP.CA

# *Policy*

## Changes from Original Quote

I will be offering an upfront price estimate before I even enter your home, based on what you tell me about the size of your home and the cleaning service selected. I reserve the right to change the quoted pricing, including any applicable discounts, if the actual size or circumstances of your home are not as described, or if the booking options selected are inappropriate.



SPOTLESSCORP.CA

# *Policy*

## Rate Increases

I reserve the right to raise the rates as needed to adjust for costs, however I will always give my clients advance notice of any price increase.



SPOTLESSCORP.CA

# *Policy*

## Rescheduling

All reschedule requests must be made 24/hours before a clean.

Any reschedule request will apply only to the date that you specify and will not affect your regular cleaning schedule. If you need to reschedule more than one cleaning, please email/text me for each date. If you need to change your entire Recurring Cleaning schedule, please contact me.

Recurring Cleaning customers may reschedule an upcoming cleaning for any day prior to the next scheduled cleaning at no extra charge.



SPOTLESSCORP.CA

# *Policy*

## Skipping a cleaning

If you are a Recurring Cleaning customer and you need to completely skip a cleaning, you must contact me 24/hours prior. Please note that I offer discounted pricing for Recurring Cleanings so that we can keep your home consistently clean. The longer we go between cleanings, the more work I will have to do to restore your home to the appropriate condition. If you skip a Recurring Cleaning, you will be charged a \$50 Skip Fee on the catch-up cleaning. If you skip two cleanings in a row, you will be charged the full, non-discounted price for the catch-up cleaning.



SPOTLESSCORP.CA

# *Policy*

## Late Cancellation Fee

Please note that if you cancel or reschedule any service less than 2 Business Days before your originally scheduled date, I will charge a \$50 late cancellation fee. If your cleaning is scheduled for a Monday, I request notice of cancellation by 9 a.m. on the preceding Friday to avoid the fee.



SPOTLESSCORP.CA

# *Policy*

## Additional Services available with advance notice

In addition to the standard cleaning menus, I offer an array of Add-On services which can be booked along with your main cleaning. These services may be added to any cleaning on a one-time or recurring basis. Please contact me at 519-590-3066 or [hello@spotlesscorp.ca](mailto:hello@spotlesscorp.ca) for pricing and scheduling. Add-On services must be requested at least one business day in advance of your scheduled cleaning and cannot be added the day of the cleaning.



SPOTLESSCORP.CA

# *Policy*

Payment is due day of service. Paying through e-transfer is secure (and preferred) and leaves an electronic accounting trail for your records. Cash and cheques are also fine and can be left on the kitchen counter. Payment must be made on same day of cleaning once service is completed. You are responsible for ensuring that your payment arrives on or before the due date after each clean. Payments not received after the due date will result in a late fee charged to your account. Due dates are non-negotiable; late fees will not be waived. Late fee of \$5 a day. Repeat late payments will result in termination of our services without notice.





*policies & reminders*

---

[hello@spotlesscorp.ca](mailto:hello@spotlesscorp.ca)

---

[www.spotlesscorp.ca](http://www.spotlesscorp.ca)

POLICIES  
&  
*Reminders*

[www.spotlesscorp.ca](http://www.spotlesscorp.ca)