

Maid To Sparkle LLC

Full Policies & Procedures for Cleaning Services

- Every effort is made to provide a fair and reasonable quote to a new customer. However, if the job is misrepresented, the quote will be revised to reflect the true nature of the actual job involved during the first visit
- We love dogs! But service cannot be provided with an aggressive dog loose in the home. Aggressive animals must be crated or removed from the property, especially if Fido is afraid of the vacuum cleaner
- Pet waste and litter boxes are not included in service
- We love kids! But do not leave small children unattended or alone in the home during service. The cleaner is not a babysitter and cannot be responsible for small children left alone in their presence
- Please communicate to the owner or cleaner if anyone in the home or property has chemical sensitivities or allergies to cleaners or chemicals
- Working at height over two steps is not permitted
- Miniblinds are not included in any window service
- We can move "light" furniture as needed but heavy pieces such as beds and sectional sofas cannot be moved. We cannot turn mattresses. Every effort will be made to clean visible areas under the edges of large furniture pieces

- Please put away and unload all visible firearms. Firearms kept under pillows or mattresses pose a hazard to a cleaner changing linen
- Routine service cannot be provided in the event of a rodent or insect infestation. Special arrangements must be made for properties with current or chronic infestations
- If excrement or other bodily fluids are present outside of toilet areas, the cleaner can refuse to provide service if they feel it poses a risk to their safety. Cleaners will not clean up large amounts of bodily fluids or vomit under any circumstances
- Cancellations made in fewer than 48 hours from the appointment time may be subject to a \$75 charge. Cancellations made within 24 hours are subject to a charge of 50-100% of the quoted service fee. The sole exception is for illness. Consecutive cancellations, even for illnesses, may result in the client being permanently dropped from the schedule.
- Frequent cancellations and requests to reschedule can result in your preferred time slot being made available to another client, in which case a less popular time slot will be offered.
- If we arrive for your scheduled appointment and cannot access the home or property, we charge full price for the scheduled cleaning. If the client or agent is late to unlock the home or property a wait fee is assessed of \$20 per 15 minutes
- Our charges are based on the type of visit you schedule. Weekly rates are for weekly cleanings. Biweekly rates are for biweekly cleanings. If you skip a cleaning, you can be charged the rate for the next frequency of service if it takes additional time or materials to complete your cleaning
- Accidents can happen. If we are responsible for damages to your home or an item in your home, we will leave a note or speak in person the day of cleaning. We will make every

attempt to repair, replace or pay for any items that was damaged. We do not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc. or items not secured to walls in a proper manner. Items of monetary or sentimental value should be put away on the day of cleaning. The cleaner may refuse to clean excessive numbers of "knick-knacks" as these items pose a higher risk of accidental breakage. All surfaces (e.g., granite countertops, hardwood floors, etc.) are assumed to be sealed and ready to be cleaned without causing damage when common cleaners are used

- Forms of payment are flexible. Venmo is preferred, while cash and credit cards are also accepted. Unfortunately we can no longer accept personal checks. A valid credit card must be kept on file in the event of repeat cancelations or client-driven schedule changes.
- Tips are appreciated but not required. 100% of tips paid electronically are transferred to the cleaner that performed the service
- Harassment or solicitation of the cleaner is never permitted and will result in the client being dropped from the schedule immediately.