



## Sweep n Shine Cleaning Service Our Policies

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We are delighted that you have considered Sweep n Shine Cleaning Service for your cleaning needs. We will do everything that we can to ensure we meet or exceed your expectations for quality service.

Here are our client policies. Please look over the information to familiarize yourself with our policies. We want to be sure our team will be a good fit for you! Should you require any further assistance, or have any questions, please call/text us at any time at 604-727-7485.

**WORK HOURS:** Our normal workdays are Monday through Friday 9:00 a.m. to 3:00 p.m. (Saturday & Sunday: Upon request). We are available by text or e-mail Monday – Friday 9:00 a.m. to 9:00 p.m. In case of an emergency or you need to cancel a service, you may call/text/email at any time at 604-727-7485.

**CANCELLATION AND RESCHEDULING:** We understand if something comes up and you are going to need to cancel or reschedule your cleaning; just let us know! Please contact us at [604-727-7485](tel:604-727-7485) with **at least 24 hours** advance notice but preferably 48 hours (about 2 days), if you need to **cancel or reschedule** your appointment for any reason. If we receive less than 24 hours' notice, you will be subject to a **\$50 late cancellation/rescheduling fee**. When we get last-minute cancellations, we often aren't able to fill the spot, leaving our hardworking staff without work. We appreciate your understanding!

**LOCK-OUTS:** If our team arrives at your home and is denied access and unable to perform the cleaning, then you will be subject to a fee of **50%-100% of your cleaning fee**. This fee is essential to support our hardworking team's expenses as they are compensated based on the assigned homes. We'll wait at the door for a maximum of 30minutes to ensure access. We appreciate your understanding.

**EXCESSIVE CANCELLATIONS/RESCHEDULES:** We understand that circumstances arise that require cancellation. After 3 consecutive reschedules/cancellations you will be placed on an "as needed" list and we will contact you monthly if there are any available appointments. If a client has excessive cancellations, we reserve the right to cancel all future cleanings. Additional cleaning time may be required from the original quoted time/prices.

**PHOTOS:** Sweep n Shine would like to ask your permission to take photos of your home before and after for advertising purposes. We will not post any name or address and will do our best to blur any photos. We only take non-descript items such as toilets, sinks, showers/baths that cannot be traced back to you. Thank you for your cooperation!

**SUPPLIES:** Sweep n Shine will provide all the cleaning supplies and equipment required during your service except a toilet brush and garbage liners. We also ask clients to provide a vacuum cleaner, if possible, to avoid cross-contamination from house to house. We use a mix of natural and chemical cleaning products for a thorough cleaning. For floors and surfaces, we use Young Living Thieves Household Cleaners, and for toilet disinfection, we use Lysol cleaners. Thieves Cleaner is a plant-based, all-natural solution safe for pets and everyone. If you have specific supplies you prefer, feel free to share them with us.

**BREAKAGE/DAMAGE:** We take great care when cleaning your home, but occasionally accidents do happen. Our policy is to inform you immediately when an accident occurs but if you notice any breakage/damage please notify us immediately so that we may take appropriate action. We are not responsible for hanging items and shelves that have not been properly secured to the wall. All surfaces (e.g., marble, granite, wood flooring, etc.) are assumed sealed and ready to be cleaned without causing harm.

**WHAT WE DON'T DO:**

- **PETS/BUGS/BODY FLUID:** For health and safety reasons, we are unable to clean cat boxes, dog cages, or pick up animal excrement or bodily fluids. We also cannot clean homes that are infested with fleas, lice, bed bugs, or other insects.
- **HEIGHTS:** When we clean high places, we use extendable dusters. We are limited to a 2 ft. step stool, so we are not able to clean ceilings or areas outside of the reasonable reach of the cleaner.
- **MOVING FURNITURE:** Our insurance policy does not permit us to move heavy objects, appliances or furniture. This is not only to protect our team but also to protect your floor surfaces, walls, cabinets, stove gas lines, electrical work, countertops, etc. We do our very best to get under all furniture. If smaller items like dining table chairs, small ottomans, etc. we will move it to clean under. If there is any heavier furniture or appliances, we will use extendable dusters to clean under. Or you are welcome to move it and we'll be happy to clean under it upon request. We truly appreciate your understanding.
- **ENTER CLOSETS:** Unless instructed by a client. If you want us to vacuum the inside of closets, please leave the closet doors open. We always ask to put away precious valuables, jewelry, or money in a safe place.
- **WIPE TV OR COMPUTER SCREEN:** Unless instructed by a client.
- **HEAVILY DECORATED OR CLUTTERED AREAS:** These areas may be cleaned around if the cleaners cannot safely and efficiently lift and wipe under. For deep cleaning it may be best to clear off any of these areas or shelves and put those items into a box. This gives us the ability to fully clean the area without risking damaging your items.
- **DISHES:** We don't offer handwashing dishes by default (though we're happy to do so upon request). If the kitchen sink is full, we'll need to skip cleaning it. We kindly ask you to clear the sink before our arrival for effective scrubbing and disinfection.

**PREPARING FOR YOUR CLEANING:** Since we work by the hour, the condition of your home on the day of cleaning can impact what we're able to accomplish. To help us make the most of our time, we

recommend tidying up floors, shelves, and counters beforehand. If there are too many items, we may need to skip cleaning certain areas or simply clean around them.

**For example:**

- Magnets on the refrigerator
- Lego or other small items on shelves
- Toys and clothes on the floor
- Many cosmetic bottles or personal items on the bathroom counter

Of course, we are happy to help with organizing or cleaning under these items as part of your routine if you'd like. Just let us know! Thank you for your understanding!

**ADDITIONAL SERVICES:** Any additional services that are not listed on our basic/deep cleaning checklists, (e.g., inside of the oven clean, inside of refrigerator clean, inside of cabinets clean etc.) must be requested 48 hours prior to your next scheduled service. This gives us ample time to adjust our schedules to provide you with more time. Additional fees may be applied per service requested.

**GROUT CLEANING:** We'll make every effort to hand scrub grout during our general and deep cleaning in your tub/shower area; however, we cannot guarantee the stains will be completely removed. Restoring grout to its original state may require the services of a professional tile/grout company, recommended 1-2 times a year. In addition, we do not hand scrub tile grout on floors.

**SICK POLICY:** The health and safety of our clients and team members is our top priority. Please kindly inform us and reschedule your appointment if you or your family is experiencing flu-like symptoms; or you know or suspect you have been in close contact with someone who has been diagnosed with Covid-19.

**INCLEMENT WEATHER:** In the event of poor weather conditions, we may need to skip your cleaning to keep our teams safe. We'll do our best to reschedule to the earliest available appointment.

**ALARM/KEY CODE/KEYS:** It's completely up to you, but it is not necessary for you to be home while we are cleaning. Most of our clients are busy at work while we are making your home sparkle! For ease of access to your home, you may provide us with a garage code or use a lockbox. We will ensure the safety of your home by setting alarms and locking doors.

**HAPPINESS GUARANTEED:** If you are satisfied with your cleaning, please tell all your friends and family! If you are not completely happy with your cleaning, please contact Moko at 604-727-7485 immediately (within 24hours) and we'll come back and make it right free of charge. Sweep n Shine will do our best to resolve the issues, if a resolution is not made then we will credit your account.

**TIPPING YOUR CLEANING TECHNICIANS:** A tip is never expected but always appreciated! Your cleaning technician works very hard to clean your home!

**PAYMENT:** Payment is due on the same day as the service provided. Sweep n Shine will use your provided email or text to send an invoice. Check and E-Transfer will be accepted. We also accept credit

cards payment with 3.5% of surcharge for an easy payment (Visa/Master/Amex/Paypal). Please E-transfer to [cleaningbymoko@gmail.com](mailto:cleaningbymoko@gmail.com) or make a check payable to **Sweep 'N' Shine Cleaning Service**. Thank you!

If there are any additional questions that were not covered here, please feel free to contact us via call/text at 604-727-7485 or email us at [sweepnshinecleaning@gmail.com](mailto:sweepnshinecleaning@gmail.com). Thank you for taking the time to read over our policies.

**By receiving this document via hard copy or email you are agreeing to comply with our policies and procedures at Sweep n Shine Cleaning Service. We do not require contracts with our residential clients. Either party can terminate services with 48-hour notice at any time.**

**Thank you for choosing Sweep n Shine Cleaning Service!**