



## Service Terms & Conditions

### 1. Cancellation & Rescheduling

Any cancellation or rescheduling made within 24 hours of the scheduled appointment is subject to a \$55 fee, unless waived at our discretion due to extenuating circumstances.

### 2. Same-Day Cancellations & Access

Clients must ensure the cleaner has access to the property at the scheduled time. If access is not provided within 15 minutes of arrival, the appointment may be canceled and a \$55 cancellation fee will apply.

### 3. Arrival Window

Please allow a 60-minute arrival window, as travel time and traffic conditions may vary.

### 4. Satisfaction Guarantee

If any area was missed, clients must notify us within 24 hours of service completion. We will return to address the issue at no additional cost. This guarantee does not apply to stain removal or fabric-related limitations.

### 5. Payment Terms (IMPORTANT)

Payment is due immediately upon completion of the service, before the cleaner leaves the property. Failure to submit payment on the day of service may result in invoicing, late fees, and suspension of future bookings. Non-payment constitutes a breach of agreement.

### 6. Hidden Trash & Excessive Dirt Policy

If the condition of the property requires significantly more time or labor than originally disclosed (post-event cleanup, excessive pet hair, hoarding conditions, etc.), the service price may be adjusted with client approval before work continues.

### 7. Stain Removal & Delicate Fabric Disclaimer

Complete stain removal is not guaranteed. Certain stains may be permanent depending on fabric type, age, and prior treatment. Delicate fabrics including banana silk, art silk, bamboo silk, tencel, rayon, viscose, velvet, linen, wool, and cotton may experience texture changes, discoloration, shrinkage, or fiber distortion. We are not liable for fabric reactions or pre-existing damage that becomes more visible after cleaning.

## **8. Damage & Liability**

We are not responsible for pre-existing damage, unstable or improperly installed items, or items already worn or defective. Any accidental damage must be reported within 24 hours.

## **9. Lost or Missing Items**

We maintain a zero-tolerance policy regarding theft. If an item is believed to be missing, notify us immediately. Cleaners do not open drawers, closets, or personal storage unless instructed by the client.

## **10. Hazardous or Unsafe Conditions**

If hazardous conditions are present (mold, insects, rodents, blood, feces, or other biohazards), service may be paused or terminated. A \$55 hazard or cancellation fee may apply.

## **11. Supplies & Equipment**

We provide professional-grade cleaning supplies. If client-provided products are requested, results cannot be guaranteed.

## **12. Deep Cleaning Requirements**

If a standard cleaning is booked but deep cleaning is required, pricing may be adjusted with client approval before continuing.

## **Client Acknowledgment**

By confirming or allowing service to proceed, the client agrees to all terms and conditions listed above.