

# Spotless Cleaning by Lucy Customer Guidelines

*For a great cleaning experience!*

**Prepare for your cleaning day:** For us to provide you the best clean possible, we ask that you pick up any clothing, household items or toys. It's best if you also declutter all surfaces before the cleaner(s) arrive. This will help you to get the best possible result, as your cleaner(s) may not be able to fully clean a cluttered area. Please make sure all dishes are put away so that we are able to thoroughly clean your kitchen. If you would like our cleaners to do these tasks for you, please call the office (in advance) so your cleaning fee can be adjusted for the additional cleaning preparation time. Please be sure that any confidential documents and illegal substances are put away before the cleaning team arrives. Should any member of your family require the use of syringes, please ensure that they are disposed of safely. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.

**Prepare for your move-in/out cleaning day:** Your home should be free of all personal items and furniture. Our Move-in/out cleanings are very detailed and require us to have access to every inch of the home. There must be running water and electricity for us to clean. We also require the home to be at a comfortable temperature. We do not remove garbage or items left behind.

**Parking:** Our customers are responsible to provide free parking for our cleaners. Parking must be within a 2-minute walk to the home. If parking is not available to the cleaners, and we are unable to reach you, your appointment will be canceled/and or rescheduled. In the event that this happens, you will be charged our standard cancellation fee.

**Keys and Alarm Systems:** Most of our clients entrust us with a key to their homes, a responsibility we take very seriously. Keys are numbered and kept in a safety box in the office. If you choose not to give us a key, you will need to provide a way for your cleaner(s) to gain entry into your home. You can either: Leave a key at the home, provide us with a garage door code or a front door code. If your home has an alarm, please provide the office with a code to disarm it. Spotless Cleaning by Lucy will not be liable for any false alarm charges due to code changes not brought to our attention before servicing the home.

**Cleaning Supplies:** We provide all of the cleaning products and equipment needed to clean your home. It is required that your home has running water and working electrical outlets. We reserve the right to charge our standard cancellation fee if we are not provided with running water and or electricity. Our cleaning technicians are not allowed to climb past the second step of a step stool. If you would like us to use specialty products or equipment, please leave it out and let us know about your request by contacting the office. We are not responsible for ANY damage caused by cleaning products or equipment provided by the customer. We also cannot honor the 24-hour clean guarantee if we use the client's cleaning products or equipment.

**Employees:** All of our employees go through our training program so that they can learn the Spotless Cleaning by Lucy's cleaning standards. For your protection, all of our employees undergo a background check, drug screening, and reference check prior to their training. All employees are covered under our worker's compensation policy, liability insurance and bond.

**Arrival Window:** If you would like to be present for your cleaner, please understand that we have a 1-hour window of arrival before or after your scheduled time. For example; if you are booked at 10:00 am, your cleaning crew will arrive between 09:00 am-11:00 am. Many things can affect our schedules, such as cancellations, lockouts, a cleaning taking longer than expected, etc. If we are running behind or ahead of schedule, our crew will call or text you with an updated time of arrival.

**Cleaning Time:** We take many variables into account when we give an initial cleaning estimate, but due to it being given over the phone, our cleaning technicians will let us know if extra time is needed to perform our full scope of service in

your home. Someone in the office will call you about an hour before your initial cleaning is scheduled to be completed, and let you know if the home will require extra time due to things like higher dirt level than anticipated, a higher number of knick-knacks/trinkets, etc. You will have the option to approve the extra time, or stay within your original estimate, understanding it will be left incomplete. Spotless Cleaning by Lucy will never charge your card for any extra time without your consent.

**Our cleaners do not clean:**

- Bodily fluids, blood, urine or feces. We are not trained or certified to clean these types of materials.
- Any home with insect infestations. If an infestation is identified, the cleaners assigned to your home will leave. You will be contacted immediately and will be charged our standard cancellation fee.
- Chandeliers
- Washing walls
- Remove paint
- Clean animal waste
- Move or lift items weighing over 25lbs and areas unreachable by using our step stool
- Empty diaper pails
- Wax floors

**Credit card on file:** We require all new clients to put a credit card on file. This card will only be charged for the following reasons:

1. If you choose to make your payment with the card on file.
2. If a check bounces, we will run the credit card on file for the amount on the check plus a \$40 NSF fee.
3. Payment is not left for cleaners at the time of our arrival
4. Lock-Outs or Late Cancellation fees

**Payment – When/How:** Payment is required at the time of service. You can pay by check, debit card, credit card, Venmo, or cash, whichever is easiest for you.

- Tipping: Spotless Cleaning by Lucy never requires tipping but it is always appreciated. Thank you in advance if you choose to do so. Tips should never be included with your cleaning fee.
- There is a \$40 fee for returned checks.

**Lock-Out & Late Cancellations:**

- Standard cancellation fee
- 72 business hours or more: No fee
- 48-72 business hours' notice before scheduled cleaning: Half of the total amount of the anticipated cleaning
- 0-48 business hours' notice before the scheduled cleaning: Full cost of the anticipated cleaning
- Skipped cleaning will be assessed an additional fee of 30 percent of the full price of the recurring cleaning and due at the time of the next cleaning. When a cleaning is skipped, our technicians must work harder and longer on the next cleaning
- In the case that the technicians are unable to enter the home, customers will be charged the full cost of the cleaning. This fee will be charged to the credit card on file. We reserve a time specifically for you and are often

unable to fill the vacant time slot at the last minute. The cleaners only get paid for the homes that they clean. Please be sure to provide entry instructions if you will not be home.

- We reserve the right to refuse cleaning of your home if we encounter anything that could pose a threat to our technicians. This could include but is not limited to: mold, hoarding, abnormal buildup, etc.

**Refunds:** Since cleaning is a very personalized and subjective service, we cannot offer refunds. Although, we want you to be 100% satisfied with our services! This is why we offer a 24-hour clean guarantee, if a task was not completed to your satisfaction or was missed during our visit simply contact the office within 24 hours and we will return to your home and re-clean that area.

**Price Adjustments:**

- We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. A price adjustment might also happen if the conditions or needs of your home have changed. We guarantee our prices for 12 months. If you discontinue service, then later reinstate services with Spotless Cleaning by Lucy after a period of 3 months, you may receive a new rate.
- When you are given a quote, it is an estimated price to clean your home. If the condition of your home is worse than predicted, we have the right to either adjust the price or to refuse the service. We will never adjust the price without speaking to you first. In the event that we cannot get a hold of you, we have the right to discontinue cleaning.

**Pets:** We are a pet-friendly company, but we would appreciate your help in making sure that your pets are secured and safe on cleaning days. Please let the office know of any special requirements required to keep your pets safe.

**Your Valuables:** If you have any valuables including collectibles or expensive objects, please let the office know so that we can make note of it on your account. You are responsible for letting us know if you would like for us not to clean or handle these items. Please secure any money, credit cards, and checkbooks before your clean, as we are not responsible for missing currency.

**Broken/Damaged Items:** We train our staff to clean while minimizing the risk of breaking or damaging items in your home. However, these things do happen although it's not common. If there is an item that is believed to be damaged by one of our cleaners, it must be reported within 24 hours. If we were to break or damage anything while in the home, your cleaner will contact the office immediately. You will be notified of the damaged or broken item, and we reserve the right to replace or repair the item. We cannot take responsibility for items that were broken or damaged because they were not properly attached or secured (For Example: a tv or picture that was not properly attached to the wall)

**Lifting, Climbing and Bending:** Our employees' safety and wellbeing are very important to us, and we are determined to keep them safe. In an effort to prevent injuries, our cleaners are not allowed to: Climb above the second step on a step stool or ladder, move items that weigh more than 25lbs, clean floors on their hands and knees (exceptions would be bathrooms floors) or use something that is not a step stool or ladder to climb on top of. These types of activities put our cleaners in danger of hurting themselves or damaging your property. If you would like us to clean behind a large piece of furniture or a large appliance, we can absolutely accommodate the request if said items are pulled away from the wall when we arrive.

**Climate Control:** The temperature inside of your home should be at a comfortable setting before we arrive. We will not provide services in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or cold. In the event that your appointment is canceled due to climate, our standard cancellation fee will be assessed.

**Non-solicitation Policy:** Our company values our cleaners. If you are interested in employing one of them, there is a 90 day buy-out clause, which means you will need to reimburse Spotless Cleaning by Lucy's company for 90 days of cleaner's salary to cover rehiring and training of said employee's replacement.

**Privacy Statement:** Spotless Cleaning by Lucy is committed to protecting the privacy of our customers. We will not sell, exchange or distribute any of your personal information to outside parties.

**Holiday Cleaning:** Spotless Cleaning by Lucy observes the following holidays: Christmas Day, New Year's Day and Thanksgiving Day. If a regularly scheduled cleaning should fall on one of these days, Lucimar Paizante will contact the customer prior to the holiday arrangements.

**Referral Program:** We will reward our clients with a \$25.00 to \$100.00 credit toward their next cleaning for any client referral should they become regular clients of Spotless Cleaning. Please be sure that customers whom you refer to us notify us of the referral so you may take advantage of the credit.

**Feedback:** We encourage feedback from our customers. Please let us know how we are doing and how we can better serve you! We thank you for the opportunity to take care of your home and keep it looking its best.

**Business Hours:**

Monday-Friday: 8AM to 5PM (We do not clean on weekends and Holidays)

**24 Hour clean Guarantee:** We offer all clients a 24-hour clean guarantee, if you find anything that is included with your clean that was not completed, we will come out and correct it. You must report any problems within 24 hours from the date & time of your cleaning.