



DEEP CLEAN CUSTOMER GUIDELINES

Please review before your first cleaning

Thank you for choosing Spotless Spaces to fulfill your home cleaning needs. To ensure the safety of our employees and to establish clear expectations with our clients, we have outlined the following guidelines. By adhering to these, we aim to provide the highest quality cleaning services and maintain your trust for years to come. We kindly request that you review and sign these guidelines before our first cleaning. Should you have any questions, feel free to contact us.

PREPARATION FOR CLEANING

- Remove items such as loose papers, toys, and other objects that may obstruct cleaning.
- Store away sensitive materials and valuables.
- Ensure all dishes are put away for a thorough kitchen cleaning.
- Please have a working vacuum available for our cleaners to use during service.

UTILIZATION OF TECHNOLOGY

- Automated reminder emails will be sent before your service, and a text reminder will follow the day before. (Text reminders are one-way messages.)
- A follow-up survey will be emailed after each cleaning for your feedback — any reviews you're willing to leave us online are much appreciated!

PAYMENT POLICY

- Payment Methods: Services are billed to the card on file; we do not accept cash or checks.
- Payment Hold: Upon booking, we place a hold on your card for the full amount of your service to confirm sufficient funds are available. You are not charged until your service is complete, except where a late cancellation or rescheduling fee applies (see Schedule Changes and Cancellations).
- Declined Payments: Payment must be updated before service is performed.

INITIAL CLEANING ESTIMATE

- Our initial estimate is based on your home's typical size and condition.
- If unforeseen grime, buildup, or other conditions require additional time and result in a rate increase, we will notify you within one hour of our estimated finish time.
- If we're unable to reach you for approval, we will focus our remaining time on completing as much of the clean as possible within the time originally allotted.

WORKING IN THE HOME

- Cleaning technicians need a distraction-free environment.
- Children and pets must be secured for safety.

- Smoking around cleaning technicians is prohibited.

VALUABLES AND PERSONAL ITEMS

- Secure valuables in a locked area.
- Notify us of any concerns regarding specific items.

BIOHAZARDS

- Cleaning technicians cannot perform services in areas with mold, infestations, or hazardous materials.

SAFETY GUIDELINES

- Cleaning is limited to areas reachable by a three-step ladder.
- Technicians cannot move heavy furniture or appliances.

SERVICE TIMING

- Service hours: 9:00 a.m. to 5:00 p.m. Arrival times are within a one-hour window.

ENTRY TO THE HOME

1. Be present: Grant access at the time of service.
2. Provide a garage code or door opener.
3. Use a lockbox and share the code with us. If our cleaners are unable to gain access to clean your home, we will collect 100% of the service fee — our cleaners' time is valuable!

HOME ALARM SYSTEMS

- Notify us of code changes to avoid false alarms.

SCHEDULE CHANGES AND CANCELLATIONS

- Upon booking, we place a hold on your card for the full amount of your service to hold your cleaning time.
- Clients must provide 24-hour notice for any reschedules. If notice is not given in advance, a \$50 rescheduling fee will apply.
- Cancellations must be given within 24-hour notice as well. If you fail to provide proper notice, you will be billed 100% of your service total since our team's time has been reserved for you.

PRICE INCREASES

- Clients will receive advance notice of any price changes, and we will communicate that with you very clearly.

QUALITY CONTROL

- A quality control manager may conduct random checks during the cleaning process.

PETS

- Secure pets during service. Cleaning technicians will not clean animal waste.

BREAKAGE POLICY

- Spotless Spaces is not responsible for damage to items.

DAMAGE POLICY

- Notify us of pre-existing damage before cleaning begins.
- Use of client-provided cleaning products is at the client's own risk.

NON-SOLICITATION OF EMPLOYEES

- Engaging in a direct working relationship with our employees during service without our consent will result in a \$2,500 training fee.

OUR GUARANTEE

- Contact us within 24 hours of service for any concerns. We will re-clean the area at no additional charge and ensure that you are happy with the results.

VACUUM USE POLICY & LIABILITY WAIVER

- Clients are required to provide a vacuum in working order for our cleaners to use during service.
- We perform a four-point check before use but are not liable for maintenance issues.

WEATHER POLICY

- Services may be canceled due to inclement weather and rescheduled.
- If severe weather hinders safe transportation for our team, we will work with you to reschedule accordingly, with no cancellation penalty.

Acknowledgment: By booking your cleaning with Spotless Spaces, you acknowledge that you have read, understand, and agree to comply with the guidelines stated above.

Spotless Spaces