



MOVE-IN / MOVE-OUT CUSTOMER GUIDELINES

Please review before your first cleaning

Thank you for choosing Spotless Spaces to fulfill your home cleaning needs! These guidelines are designed to ensure a safe environment for our cleaners and establish clear expectations with our clients. By adhering to these, we can continue to provide exceptional cleaning services and maintain a sparkling home for you. Please review these guidelines before your first cleaning and feel free to contact us with any questions.

PREPARATION FOR CLEANING

- Ensure the home or apartment is completely empty of personal items, food, or furniture.
- Items left behind may require additional time to bag and discard, resulting in extra charges.
- Please have a working vacuum available for our cleaners to use during service.

UTILIZATION OF TECHNOLOGY

- You will receive an automated email reminder prior to your service.
- A reminder text the day before.
- Text messages upon cleaner arrival and departure.
- You can respond to emails, but text messages are one-way unless otherwise noted.
- A follow-up survey will be emailed after each cleaning to gather your feedback.

PAYMENT POLICY

- Payment Methods: No cash or checks. Services are billed to the card on file.
- 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, or the appointment will be canceled and a cancellation fee will be charged. This must be squared away 24 hours in advance of your cleaning to avoid fees.

INITIAL CLEANING ESTIMATE

- The initial estimate is based on information provided over the phone.
- If unforeseen grime, buildup, or other conditions (e.g., higher dirt levels or trash left behind) 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

- Cleaners require a distraction-free environment.

- No contractors or outside workers are permitted during the cleaning.
- Cleaners reserve the right to leave if personal safety is at risk due to actions by clients, guests, or animals, with the client liable for the full service cost.
- Smoking around cleaners is not permitted.

VALUABLES AND PERSONAL ITEMS

- If any personal items or valuables remain in the home, secure them in a locked area beforehand.
- Notify us of any concerns regarding specific items.

BIOHAZARDS

- Notify us of potential biohazards (e.g., mold, infestations, human or pet waste).
- Technicians cannot clean until documentation confirms the issue has been resolved.

SAFETY GUIDELINES

- Technicians use ladders up to three steps high.
- Heavy furniture and appliances must be moved before cleaning.

SERVICE TIMING

- Service hours are between 9:00 a.m. and 5:00 p.m.
- Arrival times are within a one-hour window of the estimate.

ENTRY TO THE HOME

1. Be Present: Grant access at the time of service.
2. Provide a garage code or door opener. Incorrect codes incur a cancellation fee.
3. Use a lockbox and share the code with us. Unavailability of the key or incorrect codes will incur a cancellation fee. 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 any code changes to avoid false-alarm charges.

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

- Surveys and random quality checks ensure consistent service.

PETS

- Secure large or skittish pets during cleaning.
- Technicians do not clean animal waste.

BREAKAGE POLICY

- We are not liable for damage to unstable items (e.g., unsecured shelves, figurines).
- As a courtesy, we will reimburse up to \$100 per damaged item resulting from cleaner negligence, at our discretion.

DAMAGE POLICY

- Notify us of any pre-existing damage during the walkthrough.
- Surfaces must be in good condition for cleaning with neutral pH products.
- If client-provided products are used, we are not liable for damage caused by them.

NON-SOLICITATION OF EMPLOYEES

- Direct hiring of our employees during service without our consent will result in a \$2,500 training fee.

OUR GUARANTEE

- Report concerns within 24 hours of service for a re-clean at no charge.

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.