Simply Clean Sweep Co. -
Deep Cleaning Policies

These policies apply to **one-time and occasional deep cleanings for new and existing clients.** Pricing is based on the expected condition of the home and services discussed at booking.

PAYMENT POLICY

Payment is due **at the completion of the cleaning.** If you will be unavailable, please have payment arranged ahead of time.

Accepted payments: Cash, Check, Zelle, Venmo & Cash App

Venmo & Cash App: A **2% transfer fee** will be added to cover transfer/processing costs.

DEEP CLEANING & HOME CONDITION

Deep cleaning provides a more detailed cleaning than standard maintenance service. Pricing and scheduled time are based on the **condition of the home and scope discussed at booking.**

Excessive buildup, mess, clutter, or conditions requiring significantly more time than expected **may result in additional charges or an adjusted scope.** Please notify me beforehand if the home's condition differs significantly from what was discussed.

CLUTTER & ACCESS TO SURFACES

Deep cleaning does not include extensive organizing, picking up, or relocating personal belongings.

If countertops, floors, furniture, or other surfaces are too cluttered to reasonably access, **the area may be skipped.**

MOLD, ANIMAL WASTE & EXCESSIVE CONDITIONS

Please disclose known **mold, animal urine/feces, excessive pet mess, or unusually heavy cleaning conditions** before your appointment.

Conditions requiring additional time or precautions **may result in an additional charge.** Extensive or unsafe conditions may be declined.

ACTIVE PEST INFESTATIONS

I will **not clean a home with an active pest infestation**, including roaches, fleas, bed bugs, or other pests that create unsafe conditions or risk transfer to another home.

If discovered during cleaning, I reserve the right to **stop service immediately.**

UTILITIES & INDOOR TEMPERATURE

Running water and electricity are required for the entire cleaning. If either is unavailable upon arrival, the cleaning will be cancelled.

Please have the thermostat set to a **reasonable working temperature.** Excessively hot conditions may result in the cleaning being delayed or cancelled.

BROKEN OR DAMAGED ITEMS

Broken, damaged, loose, unstable, or fragile items/surfaces **will not be cleaned if doing so risks further damage.** This includes items such as blinds, windows, appliances, fixtures, and cabinets.

APPLIANCES, FURNITURE & HEAVY ITEMS

I **do not move appliances, furniture, or other heavy items.** If you would like underneath or behind them cleaned, they must be safely moved beforehand.

Interior appliance cleaning, including ovens and refrigerators, is only included when **specifically added to your service.**

HIGH-REACH AREAS & CEILING FANS

High-reach areas, including ceiling fans, will only be cleaned when **safely reachable using my 3-step ladder.** Areas beyond a safe reachable height will be skipped.

CANCELLATIONS & RESCHEDULING

Please provide **at least 48 hours' notice** when cancelling or rescheduling. Less than 48 hours' notice will result in a **$50 cancellation fee. Failure to pay this fee will result in being unable to book future services.**

Deep cleans reserve a significant portion of my schedule, and short-notice cancellations are often difficult to fill.

SATISFACTION & REFUNDS

Concerns regarding an area included in your service must be reported **within 24 hours of the completed cleaning.** I am happy to return and address reasonable concerns through **corrective cleaning at no additional cost.**

Once payment has been made, **all payments are final and refunds will not be issued.**

HOME ACCESS

Please ensure I can access the home at the scheduled time. If I cannot gain access and am unable to reach you, **the cleaning will be cancelled and a $25 access fee will apply in addition to the $50 cancellation fee.**

Please notify me ahead of time if entry instructions change.

SCHEDULING & ARRIVAL TIMES

Arrival times may vary due to traffic, previous appointments, or unforeseen circumstances. I will communicate significant changes whenever possible.

PRICING & SCOPE OF SERVICE

Pricing is based on the **size and expected condition of the home, requested services, and estimated time required.**

A deep clean does not include unlimited cleaning time or services outside the agreed-upon scope. If the home's condition or requested work differs significantly from what was discussed, **additional charges may apply or priorities may need to be adjusted.**

Additional services requested on the day of cleaning are subject to time and availability.

RIGHT TO REFUSE OR STOP SERVICE

I reserve the right to **refuse or stop service** due to active pest infestations, hazardous materials, excessive mold or waste, unsafe/unsanitary conditions, inappropriate behavior, significantly misrepresented home conditions, or anything preventing me from safely completing the cleaning.

PHOTOS & CLIENT PRIVACY

I may take **before-and-after photos or videos** for documentation, portfolio, or business/social media purposes.

Personal or identifying information will not knowingly be shared, and visible personal photos will be blurred or concealed. Photos are intended to showcase **the cleaning and results, not the client or their belongings.**

Please let me know if you prefer that photos/videos not be taken or shared.

CLIENT ACKNOWLEDGMENT

By signing below, I acknowledge that I have read, understand, and agree to the **Simply Clean Sweep Co. Deep Cleaning Policies.** I understand that my quoted price is based on the information provided, expected condition of the home, and agreed-upon scope. **Additional charges may apply if the condition or scope differs significantly upon arrival.**

SERVICE PROVIDER ACKNOWLEDGEMENT

Business Representative: _____

Signature: _____

Date: _____

CLIENT ACKNOWLEDGMENT

Client Name: _____

Client Signature: _____

Date: _____