Simply Clean Sweep Co. - Recurring Client Policies

These policies help keep scheduling fair, services consistent, and ensure each client receives the time and attention their home deserves. Thank you for helping me keep my schedule running smoothly!

PAYMENT POLICY

Payment is due **at the completion of each scheduled cleaning.** If you will be unavailable when your cleaning is completed, please plan accordingly and 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.

MAINTENANCE CLEANING & HOME CONDITION

Recurring maintenance cleanings are intended to **maintain the cleanliness of your home** and are priced based on its typical condition and the time normally required.

I understand some weeks are messier than others! However, excessive mess, buildup, clutter, or additional cleaning needs that significantly increase cleaning time **may result in an additional charge.** Please notify me ahead of time whenever possible if your home will require substantially more attention than usual.

Maintenance cleans should not routinely require deep-cleaning-level work, extensive picking up, organizing, or moving belongings to access surfaces. If this becomes necessary regularly, the service, scheduled time, or rate may need to be adjusted.

CANCELLATIONS, SKIPPED CLEANS & REFUNDS

Cancellations

Please provide **at least 48 hours' notice** when cancelling or rescheduling. Cancellations or rescheduling requests made with less than 48 hours' notice will result in a **$50 cancellation fee added to your next scheduled cleaning.**

As a small business owner, I depend on my scheduled clients and the income from each cleaning to support my business and family. Short-notice cancellations are often difficult to fill, and this fee helps offset a portion of that lost income.

Skipped Maintenance Cleans

Recurring rates are based on your agreed-upon cleaning frequency. When a cleaning is skipped, the additional time between visits may result in more buildup.

If the following cleaning requires significantly more time or work than a typical maintenance visit, **the rate may be adjusted accordingly.** Frequently skipped, cancelled, or rescheduled cleanings may also require your recurring rate to be reevaluated based on the actual cleaning frequency.

Satisfaction & Refunds

If you have a concern with an area included in your scheduled service, please contact me **within 24 hours of your 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.** Corrective cleaning will be offered as the resolution for reasonable concerns with the completed service.

CLUTTER & ACCESS TO SURFACES

Please have areas reasonably accessible for cleaning. If countertops, floors, furniture, or other surfaces are too cluttered to reasonably access, **the area may be skipped.**

Maintenance cleaning does not include organizing or relocating large amounts of personal belongings. This allows scheduled time to remain focused on cleaning your home.

PET CLEANUP

Normal pet hair and everyday pet-related cleaning are included. However, maintenance cleaning does not include excessive pet messes such as **pet urine/feces, excessive scattered cat litter, or other significant pet-related cleanup.**

If these require additional cleaning time, **a pet cleanup fee may be added** to your maintenance cleaning.

DISHES

Dishwashing is an **add-on service** and is not included in standard maintenance cleaning.

If there are only a few dishes and time allows, I am happy to take care of them at no additional charge. Larger amounts will be skipped, and routinely expected dishwashing will need to be added to your service.

BEDS

Bed making is included in maintenance cleaning. I am happy to straighten and make beds using the existing bedding.

However, changing bed sheets is considered an add-on service and is not included. If you'd like fresh sheets put on, I'm happy to do that for an additional $10 per bed.

HOME ACCESS

Please ensure I can access the home at your scheduled cleaning time through an agreed-upon entry method.

If I cannot access the home and am unable to reach you within 15 minutes after the appointment time, **the cleaning will be cancelled and a $25 fee will apply**. Please notify me ahead of time if entry instructions change.

SCHEDULING & ARRIVAL TIMES

Arrival times are scheduled as accurately as possible but may occasionally vary due to traffic, previous appointments, or unforeseen circumstances. I will do my best to communicate any significant changes to your scheduled start time.

SERVICE RATES & RIGHT TO DISCONTINUE SERVICE

Rate & Service Adjustments

Recurring rates are based on cleaning frequency, the typical condition of the home, time required, and services provided.

Rates are subject to change due to changes in cleaning frequency, home condition, time required, requested services, or business operating costs. Clients will be notified in advance of permanent rate changes.

Discontinuation of Service

I value positive, respectful, and reliable relationships with my clients. However, I reserve the right to **discontinue cleaning services at any time** if I determine the arrangement is no longer a good fit.

Reasons may include repeated policy violations, payment issues, frequent scheduling difficulties, unsafe or unsanitary conditions, unreasonable expectations, disrespectful behavior, or anything preventing me from safely and effectively completing my work.

Whenever reasonably possible, concerns will be communicated beforehand. However, service may be discontinued immediately for safety, inappropriate behavior, or other serious concerns. Clients may also discontinue recurring services at any time.

PHOTOS & CLIENT PRIVACY

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

Your privacy is important to me. Personal or identifying information—including family portraits, names, addresses, mail, or paperwork—will not knowingly be shared publicly. Personal photos visible in the background will be blurred or otherwise concealed.

Photos and videos are intended to showcase **the cleaning and results, not the client or their personal belongings.** If you prefer that photos or videos not be taken or shared from your home, please let me know.

CLIENT RESPONSIBILITY

To help your scheduled cleaning run efficiently, please:

- Have excessive clutter/personal belongings picked up from areas you would like cleaned.
- Make arrangements for excessive pet messes unless pet cleanup has been added.
- Notify me of unusual circumstances or areas requiring significantly more attention.
- Ensure I have access to the home at the scheduled time.
- Have payment ready upon completion.

My goal is always to be flexible and helpful when I can. These policies simply help keep recurring maintenance cleanings manageable and ensure every client receives fair and consistent service.

CLIENT ACKNOWLEDGMENT

By signing below, I acknowledge that I have read, understand, and agree to the **Simply Clean Sweep Co. Recurring Client Policies** outlined above. I understand these policies apply to my ongoing recurring cleaning services and that policies and/or rates may be updated when necessary with notice provided by Simply Clean Sweep Co.

SERVICE PROVIDER ACKNOWLEDGEMENT

Business Representative: _____

Signature: _____

Date: _____

CLIENT ACKNOWLEDGMENT

Client Name: _____

Client Signature: _____

Date: _____