# Simply Clean Sweep Co. -
# Move-In/Move-Out Cleaning Policies

These policies help ensure your move-in/out cleaning can be completed safely, efficiently, and thoroughly. 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.

## HOME CONDITION & PERSONAL ITEMS

Move-in/out cleanings are intended for **empty homes.** Furniture, belongings, trash, food, and other items must be removed, including items **inside cabinets, drawers, closets, the refrigerator, and other areas being cleaned.**

Items that must be removed, relocated, or worked around **may result in an additional charge.** Inaccessible areas may be skipped.

Please notify me beforehand if the home's condition differs significantly from what was discussed at booking.

## MOLD, ANIMAL WASTE & EXCESSIVE CONDITIONS

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

Mold and/or animal waste requiring additional time or precautions will result in **an additional charge.** Extensive or unsafe conditions may be declined. If the home requires significantly more work than expected, pricing and/or scope may be adjusted.

## 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 an active infestation is 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** before my arrival. Excessively hot conditions may result in the cleaning being delayed or cancelled.

# BROKEN OR DAMAGED ITEMS

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

Please notify me of known damage whenever possible.

# REFRIGERATOR & FREEZER CLEANING

Refrigerators/freezers must be completely emptied before cleaning.

For **freezer cleaning, the unit must be unplugged and fully thawed beforehand.** Otherwise, only the refrigerator portion will be cleaned.

# 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 prior to my arrival.

# 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.

# RENOVATIONS, PAINTING & HOME CHANGES

Please notify me if painting, renovations, repairs, appliance installation, moving services, or other work will occur **after the cleaning** so I can prioritize areas accordingly.

I am not responsible for dust, debris, footprints, marks, or other messes created by anyone entering or working in the home **after my cleaning is completed.**

# 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.**

Move-in/out cleanings 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.** This does not cover dirt, debris, damage, or other changes occurring after the cleaning.

# HOME ACCESS

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

Please notify me ahead of time if entry instructions change.

# SCHEDULING & ARRIVAL TIMES

Arrival times are scheduled as accurately as possible but 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.**

If the condition or scope differs significantly from what was described at booking, **additional charges may apply.** Significant changes will be communicated before completing work outside the expected scope whenever possible.

# RIGHT TO REFUSE OR DISCONTINUE SERVICE

I reserve the right to **refuse or stop service** when conditions prevent me from safely or reasonably completing the cleaning.

This includes active pest infestations, hazardous materials, excessive mold or waste, unsafe/unsanitary conditions, inappropriate behavior, significantly misrepresented home conditions, or other serious concerns.

# PHOTOS & CLIENT PRIVACY

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

Personal or identifying information—including portraits, names, addresses, mail, or paperwork—will not knowingly be shared. Personal photos visible in the background 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. Move-In/Move-Out 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: _____**