



CUSTOMER GUIDANCE

These terms of service are designed to help our clients understand the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

CLEANING-DAY HOME PREPARATION

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before a scheduled service to “pick up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

SCHEDULED “ARRIVAL WINDOW” FOR CLEANINGS

When booking your service, we provide an estimated arrival window when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number. If you can not be home, no worries, just leave us the instructions and we will handle it!

HOUSE TEMPERATURE

So that we don’t melt or freeze, please set your AC around 72 to 76 prior to our arrival. We’re happy to readjust the temperature per your written instructions when we leave.

DUSTING

Our cleaning technicians take pride in dusting your home. Our tools and techniques allow us to remove most of your home's dust in a reasonable amount of time and effort.

Settling Dust: During the dusting process, some dust becomes airborne and will not settle until we have left. This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.

Dusting Knick-Knacks, Collectables, Stand-up Picture Frames, and other small items: We dust small items based on the size and the number of items on a shelf or flat surface like a mantel. If there are 10 or fewer small items on a shelf we will hand dust them and the surface below and return the item to the shelf. If there are more than 10 items per shelf we may dust the items where they sit and the surface around them.

Dusting height limits: We are not able to dust items on shelves or hung on a wall that are higher than a cleaning technician can reach standing on a 3 step stepladder. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand in order to secure it while we dust.

CLEANING TIME

We reinforce that we charge per job, not per hour. Our technicians are trained and have skills to clean in a shorter period of time, it does not mean, it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance.

CLEANING SUPPLIES

Our cleaning technicians bring the tools and products needed to thoroughly clean your home. We just ask you if possible to provide us with trash bags that fit the size of the cans in your house and paper towels every time.

We are not able to use any of your cleaning products unless discussed in advance. We also are not able to clean in homes that have any fumes from paint, varnish, sealants, solvents, etc. from recent work to your home.

PET SPECIAL CONSIDERATION AND INSTRUCTIONS

We work around pets every day and we love them! However, if you have special concerns that fall outside the duties of cleaning, we will not be held responsible for any damages or liability that result from your pets' actions. If your pet has ANY special requirements, we recommend boarding them for the day of the cleaning. Also, our cleaning technicians cannot touch or pick up pet feces, vomit, including emptying or moving litter-boxes. Thank you for your understanding.

RESCHEDULING YOUR CLEANING

Rescheduling your cleaning can result in the cost of your service being Less Than, More Than or the Same As your last cleaning, or your Recurring Schedule canceled altogether.

Example 1: Bi-Weekly customer "skips" a cleaning, creates a four-week interval between visits and the applicable (higher) Monthly rate will apply to the next cleaning. Monthly (every four weeks like clockwork) is up to 50% higher than the bi-weekly rate.

Example 2: Bi-Weekly customer "skips" a cleaning, creating a three-week interval between visits and that rate will be up to 25% higher than the bi-weekly rate and then resume back to the regular rate once the bi weekly cadence is resumed.

Example 3: Monthly (every four weeks like clockwork) customer skips a week creating a 5 week interval, the rate would be the monthly rate + up to 25% of the monthly rate; if a customer skips two weeks creating a 6 week interval, the rate is the monthly rate + up to 50% of the monthly rate; if longer than 6 weeks, the One Time rate applies.

Example 4: Bi-Weekly customer who requests an additional cleaning in-between scheduled visits would be charged the applicable (lower) “Weekly” rate for the next 2 cleanings as there will be a one-week interval between both cleanings.

Example 5: A recurring customer cancels 2 or more cleanings in a row. Our business may cancel their recurring cleaning schedule and request they call when they are ready to resume and, if appropriate, be placed on the waiting list.

FEE FOR RESCHEDULE, CANCELLATION, REDUCTION OF SERVICES REQUESTED, OR LOCK-OUT FOR RECURRING SERVICE WITH LESS THAN A 48-BUSINESS HOUR NOTICE

We are happy to work with customers to reschedule, reduce the services requested, and cancel services throughout the year to work around your schedule. However, if you cancel or reschedule your appointment after 48- business hour notice, you will be charged the half amount of the cleaning - (50%). ALL CANCELLATIONS AND/OR RESCHEDULES MUST BE IN EMAIL OR TEXT. Please note that some last-minute cancellations can be prevented if a customer provides us with access to their home using a garage door code, key, lockbox or other methods.

TERMINATION OR PAUSE OF RECURRING CLEANINGS

If you would like to cease receiving service temporarily, long-term, or permanently, or reduce the frequency of your cleaning cadence, we require 2 weeks’ notice. Less than this is considered a late cancellation and you can be charged.

PAYMENT FOR SERVICES

Payment is due in full upon completion of the work or services provided or within 24 hours after our cleaning. We accept Cash, Check, Bank transfer, Venmo or Zelle.

NON-SOLICITATION OF OUR EMPLOYEES

When entering into an agreement for services with our business, you agree not to solicit for hire any staff member introduced to you by us for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. If you are interested in one of our cleaners, give us a call and we will try to work this out honestly.

FEEDBACK

Getting customer feedback is an important ingredient to a successful house cleaning service relationship. Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience in the industry.

100% SATISFACTION GUARANTEE

If you are not happy with any area we have cleaned, simply call us within 24 hours and we will come back and re-clean it free of charge. The cleaning technicians must be allowed to come back into the home within 1 business day, and usually are able to return the same day. Please note we do not offer cash refunds or money off the cleaning, but we will 100% return and clean it.

Thanks for choosing our services and for understanding our terms of services, if you have any questions or want to discuss any topic we are always available for that.

- Amanda Silva -
- Owner and Operator -
- TOTAL SHINE CLEANING SERVICES -