

Nook & Cranny

HOMEKEEPING

Residential Cleaning Policies

Payment

An non-refundable \$25 deposit is required for initial clean and 1 - Time appointments. Deposit must be paid to secure your date & time. The remaining balance is due the morning of the service. A Credit or Debit Card will be saved on file & automatically billed for services the morning of service. Payment of deposit acknowledges client has read, agrees, and consents to N&C policies and disclaimer posted on our website & on your appointments google calendar event . If for any reason the credit card on file is declined there will be a \$15 late fee if payment is not received by the end of the next day.

Pets

We enjoy our client's fur babies as company while we clean. **If a pet urinates, poops, or throws up while we are cleaning we will not clean their mess.** We are not responsible for pets escaping out of the home or consuming any of our supplies. Pets roaming a home will redistribute hair & dust.

Special service requests

A list of cleaning specifications performed within the foundation clean are listed on our website and attached your cleans google calendar event. Requests for projects outside of the foundation clean must be arranged at least 1 week prior to your scheduled cleaning day. We may not be able to accommodate a large request the same week that it is requested.

Cancellation policy

- The \$25 initial clean deposit is non-refundable.
- For clients on a reoccurring rotation: a \$25 cancellation fee will be charged to your account for cancellations and you will be charged according to the bumped rotation (for instance, if your regular service is bi-weekly and a canceled recurring clean causes your next clean to be 2 weeks from the last, then you will be charged a monthly rate).
- Homes not cleaned within a 30 day period will return to an **initial clean rate** for the 1st service after 30 days.
- Please understand that because a time slot has been claimed for Initial or 1 time cleans we do not have the means to fill a slot for these services if they are cancelled within 24 hrs and thus you will be charged 50% of the invoiced amount. If your time slot can be filled we will not charge the 50% balance.

Keys

We do not store keys. A key may be left in a secure area or an entry code given.

Breakage policy

If one of our employees accidentally breaks an item a phone call will be made immediately to find out the value of the item and you will be compensated ASAP. Please refer to our disclaimer for guidelines on what can be considered our responsibility or that of the homeowner.

Issues/concerns about the service provided

We have a 12 hour policy: let us know within 12 hours of any areas within your cleaning scope we missed and we'll be happy to come back and redo the area. We do not issue refunds.

Before & After Pictures

We will take several b/f & after pictures of your home. We share these with home owners so that you can see our work and as a quality control instrument. We publish before and after pictures on our social media as a type of portfolio. Pictures are of up close detailed areas and will not be so broad as to identify your home.

Price Increase

If your Home undergoes remodeling, an event is hosted, a pet added, or a routine service skipped the price will reflect an increase. Prior arrangements are required for these scenarios to allow for added clean time. Your quoted prices, including repeats, have a maximum number of man hours. If our actual work time exceeds those max man hours you will be billed \$25 per extra man hour. **There is a yearly 3% price increase applied Jan. 1 of the new year.**

Pre-Clean Pickup

General messes such as dishes in the sink, toys, clothes, shoes, boxes, etc. that need to be moved or put away in order for our crew to carry out our foundation clean checklist is outside of the scope of work unless previously planned. We will not clean these general messes unless it is part of the service agreement. If our crew arrives to a home that has not been pre-picked up you will be charged the full amount and your clean rescheduled or we will clean to the best of our ability with no guarantees. We appreciate that a pre pickup can be extremely helpful to you and we're happy to accommodate if previous arrangements have been made.

Pests

If our team members come across bed bugs, fleas, or roaches during a service we will leave immediately and you will be charged the full amount of your invoice.

Decline to Provide Service

We possess the right to decline services if we feel our team members or our company could be put in harms way, be treated with disrespect, or taken advantage of.

Cleaning Disclaimer

Please be aware that there may be items in your home that are damaged or in need of repair, scuffed up, rotting, faded, discolored, cracked, stained, or worn. It is the responsibility of the homeowner to bring these items to our attention before cleaning services can be performed so that damage can be prevented. Our methods of cleaning are very involved and if an item or fixture in your home is of less than stable condition it could be damaged. In addition, due to the pre-existing condition of these items, we may not be able to restore them to their original condition. Therefore, N&C Homekeeping accepts no liability for the cleaning of these items nor damage incurred.

- N&C Homekeeping will not be held liable for items that fall off the walls that have not been properly secured. **We do not dust wall hangings that are loose or move. TV's will not be wiped down unless specifically requested by homeowner.**
- We will open window dressings to allow as much light in a room as possible to access and clean. It is the responsibility of the homeowner to ensure all window dressings are secure.
- Below please list any collectibles or valuable furnishings that you may not want cleaned when we service your home. Please remove these items or furnish us with a detailed list so they are not touched during your cleaning service.
- Integrity of the protective sealant of floors, natural stone, and other surfaces are the responsibility of the homeowner. A compromised surface could be damaged by cleaning agents and moisture. N&C will not be liable for damage done to surfaces not properly sealed.
- Resettlement of dust is inevitable, especially on initial cleans. Proper ventilation is essential to minimize resettlement. Air purifiers, salt lamps, etc. should be turned on the day of your clean. Air filters for central heat and air systems should be up to date to cut down on dust accumulation and resettlement.
- Hard water stains become etched into glass and grout is porous. These areas may be beyond cleaning and need replacement. We will inform the homeowner of the condition after the initial cleaning has been performed.
- For the integrity of floors & furniture as well as the safety of our team members large/heavy furniture will not be moved under any circumstances. In addition, and furniture without protective coverings on the base such as felt pads or rubber attachments will not be moved. We offer installing these protective covers as an additional service.

{It is the responsibility of the client to inform us of any areas or items in the home that have pre-existing damage.}

