



## Expectation Of Service

- Just Clean It understands the demands of today's busy lifestyles. We pride ourselves with our meticulous level of cleaning by using only high-quality products and paying close attention to detail while cleaning. We guarantee that upon completion of any job, our clients are satisfied.

## ON YOUR CLEANING DAY

- Routine cleanings minimum hours are 4 or more hours long depending on what your home needs. You will be given an approximate time of your cleaning via email, over the phone or by text message before the actual cleaning. However, several factors can affect our schedules, such as unexpected cancellations, lockouts, and clients adding services, road conditions and inclement weather (we do not work during bad weather. If we will be taking longer than 30 minutes to arrive at your scheduled appointment, you can expect a text with our estimated time of arrival.
- All homes must have adequate utilities to perform necessary cleaning services.
- For the safety and well being of your pet(s) and our staff members we do ask that they be away from the area where the staff is cleaning if they are aggressive or frighten easily.

- **CANCELLATIONS**

We understand that sometimes "things" happen, but should you need to cancel, please notify us at least 24 hours in advance whenever possible.

There is a lockout fee of that days cleaning if we arrive at your home on the scheduled cleaning day and are not able to service your home.

- **RATES**

We offer weekly, bi-weekly and monthly cleanings at a flat rate. All services outside of these frequencies are priced hourly per person per hour.

- **PAYMENTS**

Payments are due once service has been rendered.

Valid credit card information is REQUIRED on file at the time of booking.

We accept cash (left in sealed/labelled envelopes), checks and all major credit cards.

All payments due that are not paid within three days of the service will be processed for that amount.

- **QUALITY CONTROL**

We want to ensure that you are consistently satisfied with our service; however, we are still humans, and an oversight might occur. Please notify us within 24 hours of your cleaning if you are displeased with the quality of our service so we can return to correct the situation promptly.

Also, any suggestions or feedback that you may have to help us improve the quality of our service is much appreciated.

- **BREAKAGE/DAMAGE**

We are licensed, insured and trained to clean with great care; however, accidents can happen.

Items of extreme monetary or sentimental value should be cleaned by the client or discussed with management before having the home serviced. Please note that our cleaners will not clean antiques, irreplaceable, and one-of-a-kind items. We also cannot be responsible for breakage of unstable things in an unstable environment.



- **COMMUNICATION**

To ensure the best possible service, please do not leave notes or give any particular instruction or service changes to our team members. All information regarding your cleaning service must be communicated directly to the office so that the information is not lost or misunderstood. You can communicate any changes to our office by email.

- **EMPLOYEE SOLICITATION**

When entering into an agreement for services with Just Clean It Quality Home Solutions, you agree not to solicit or hire any team member introduced to you by Just Clean It Quality Home Solutions for any home-related services or any service at all.

If you are found to have solicited one of our team members, and the position is accepted, please be advised that our referral/training fee is \$2500 payable to Just Clean It Quality Home Solutions immediately upon employing our team member for any services to your home. The team member will be terminated immediately.