

All Spruced Up Cleaning Co's



TERMS OF SERVICE

Our Terms of Service are designed to create clear expectations and a smooth, stress-free experience for everyone. They outline how our services work, what you can expect from our team, and what we need from you to provide the highest quality cleaning possible.

Phone/Office Hours

We are available by phone Monday thru Friday 8am-4pm if we do not answer, leave a message and we will call you back as soon as possible. In the case of an emergency or you need to cancel a service you may call at any time at 330-397-2815. We are off all major holidays and will return any inquiries within 3 business days. Please direct all communication to our office phone. Replies to the automated texts used for reminder and OMW texts **are not visible** to us, so we won't be able to receive your messages.

Cancellation Policy

Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. We request that you give us a minimum of 24 hours advance notice but preferably 48 hours (Monday clients must call before noon on the previous Friday. Our business number, 330-397-2815, is available to you at all times.

- **Routine Cleanings:** Please note that for routine cleanings, we require a minimum of 24 business hours' notice for any canceled appointments. Failure to provide this notice will result in a \$75 late cancellation fee per cleaner. Please be aware that cancellations on weekends or holidays will not be accepted and are subject to this fee. Maintaining a consistent schedule allows us to support and retain reliable, high-quality staff. This policy helps us ensure our team members have dependable work while continuing to provide you with consistent, professional service.
- **One Time Cleaning/Deep/Initial/Move In or Out/Post Construction/Organizing Services:** Less than a 48 hour notice for canceled appointments are subject to a fee of 50% of the service price. If we are turned away at the door or unable to get into the home/office your card will be charged 100% of the service price. Our cleaning specialists rely on a full schedule and if adequate time is not given to fill the gap, they are out of work. To avoid situations like this and last-minute cancellation fees, please give at least a 24 business hour notice.

Non-refundable Deposit

A 25% non-refundable deposit must be made for all initial cleanings, deep/spring cleanings, one-time cleanings, move in/out cleanings, organization jobs, or post/pre-event cleanings. This deposit will not be refunded for any circumstance if the job is canceled less than 2 business days of your scheduled cleaning; however, it can be used towards a future cleaning within 1 year of the initial scheduled appointment if canceled within 2 business days of your initially scheduled appointment. In the event of moving/selling or loss of property, it can be transferred to another person or a new home/space if canceled within 2 business days of your visit. Please be aware that if you decide to cancel within less than 1 business day, you will also be charged the late cancellation fee on top of forfeiting your 25% deposit.

Excessive Cancellations/Reschedules

We understand that circumstances arise that require cancellation. After 3 reschedules/cancellations you will be placed on an “as needed” list and we will contact you monthly if there are any available appointments. If a client has excessive cancellations, we reserve the right to cancel all future cleanings. Additional payment may be charged from original quoted prices if more than 3 months has passed since your last cleaning.

Skip Policy

If you need to skip a cleaning for any reason (going out of town/vacation, family coming in, financial reasons, ect) a skip fee may be applied during your next scheduled visit if it exceeds the duration of your usual routine cleanings. Skip fees are as follows: Monthly Clients \$35, Biweekly \$15, Weekly \$10.

Lock Outs/Lock Out Fee

If we arrive at your home and you forgot to leave the door open, leave a key, turn us away at the door, or the team needs to leave without cleaning for any reason, you could be charged 50%-%100 of your regular cleaning cost. Our employees are paid by the home and this fee is necessary to cover their commissions. Most of our customers do entrust us with a key/code to their home, a responsibility we take very seriously. We will give you a 15 minute time grace period.

Tipping Your Cleaning Technicians

A tip is never expected but always appreciated! Our trained professional cleaning specialists work very hard to care for your home or space. In the service industry tipping etiquette is 15-20%. An automatic text message will be sent out to each client to give them the opportunity to bless their cleaning technician/s for that day of service. If you wish to be removed from this tipping program feel free to opt out of these messages. You may also leave cash if desired.

Client–Cleaner Communication & Personal Information Policy

For the safety and protection of both our clients and our team members, clients are not permitted to share personal contact information (including phone numbers, personal email addresses, social media accounts, or home access details) directly with cleaning technicians. All communication—including scheduling changes, special requests, feedback, concerns, or questions—must be directed through the All Spruced Up Cleaning Co. office at 330-397-2815. This ensures accurate communication, safety of all parties, proper documentation, and timely resolution of any issues!!

Moving Furniture/Ladder Usage

For safety reasons, our insurance policy does not allow our team to use ladders taller than a 2-step ladder or to lift/move heavy objects, appliances, or furniture. This policy protects both our team and your home, including floors, walls, cabinets, stove gas lines, electrical work, countertops, and other surfaces. You are welcome to move furniture prior to or during your cleaning service to allow our team full access. If you plan to move furniture ahead of time, please notify us 24–48 hours before your scheduled service so we can plan accordingly.

Grout Cleaning

We will clean and disinfect your shower/bathtub, however we will not hand scrub each line of grout during a general cleaning. During a deep cleaning, we will scrub these areas in your tub/shower area however we cannot promise the stains will be 100% removed. A professional tile/grout company may be required to restore grout back to its original state. This is recommended 1-2 times a year. In addition, we do not hand scrub tile grout on floors.

Additional Services

Any additional services that are not listed on our checklists, must be requested 48 hours prior to your next scheduled service. This gives us ample time to adjust our schedules to provide you with more time and for our cleaners to obtain any extra products they may need for the job. Additional fees will be applied per service requested.

Arrival/Access To Your Home

We will make every effort to arrive at your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. We ask for you to allow up to a 60 minute arrival window before or after our scheduled appointment. Our teams require timely access to your home to perform their job. A garage code or entry door code can be given for access to the home. Circumstances beyond our control such as traffic, weather, or staff illness may affect our original scheduled time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing. You will receive an "On My Way" text with ETA once your cleaning specialist is on their way!

Making Payments

All payments are due the day of service. In order to provide you with a hassle-free cleaning experience we require keeping a credit card on file. Payments will be processed by the office once your cleaning is completed. Please contact the office to set up a preferred method of payment during the booking process. We do accept cash or checks as well. If paying by check please be aware it may take up to 2 weeks for the check to be cashed.

Sick/Illness

We ask that if you or anyone in your home is currently ill with flu-like symptoms, running a fever, or is currently in quarantine for COVID-19 and will be present the day of service to please reschedule until a later date.

Unsafe Working Environment Policy

If we enter a home that has undisclosed information regarding unsafe working conditions we have the right to refuse service as well as charge a fee of 1/2 the service price. Our employees' safety is extremely important to us! We do not specialize in biohazard cleaning or water damage/remediation services. If you have scheduled an appointment that you think may fall under this policy, please contact the office right away at 330-397-2815. We want to help direct you to an experienced company speciality trained in these areas that can help!

Unsafe working conditions include but are not limited to:

- Pet Waste (extensive) We know occasional accidents happen!
- Insect infestation (roaches, fleas, ants, bedbugs, ect)
- Heavily soiled toilet (human waste)
- Human or Pet waste on walls/inside closets/ect.
- Blood
- Extreme hoarding situations
- Needles/syringes
- Unsecured firearms
- Drugs
- Extensive amounts of broken glass
- Non-friendly pets
- No heat/electricity/running hot water
- Derogatory conversations/unkind language towards our staff (swearing, sexual comments, ect)
- Syringes: Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container like a coffee can, can be used to store used syringes and/or needles prior to final disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff. In the event of a needle-stick both you and the cleaning specialist must perform proper protocol.

House Temperature

To ensure safe and comfortable working conditions for our cleaning team, please maintain your home or building at a reasonable temperature during service. This helps our team work efficiently and safely while providing the best cleaning experience for you.

We recommend: Colder months: 68–74°F and Warmer months: No hotter than 76°F

Inclement Weather

In the event of poor weather conditions we may need to cancel your clean in order to keep our teams safe. We'll do our best to reschedule to the earliest available appointment.

Confidential/Illegal Documents or Substances

To protect our cleaners and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning. We do not open drawers or go into closets unless instructed otherwise by our clients. Please safely store any weapons.

Damage or Breakage

We make every effort to handle your home or office and belongings with the utmost care. While we strive for perfection, we understand that accidents can happen. When possible, identical replacement will be attempted but cannot be guaranteed. To protect your most valuable items, we request that all irreplaceable, collectible, heirloom, or highly sentimental items be stored or excluded from cleaning. Any damaged or broken items must be reported to the All Spruced Up Cleaning Co. LLC office within 24 hours of service.

By receiving this document via hard copy or email, you acknowledge and agree to comply with the Terms of Service of All Spruced Up Cleaning Co. LLC. We do not require physical contracts for our residential clients; acceptance of these terms is implied through receipt and continued use of our services. To discontinue service, we require a minimum of one (1) week's notice. This allows us adequate time to adjust scheduling and replace income for our staff, helping us maintain a stable and reliable team.

Please keep reading below to find out FAQ'S

FREQUENTLY ASKED QUESTIONS

Below are some of our most common questions we receive about our services—please review these before your first visit so you can quickly find the information you need without waiting for a response. If you still have additional questions feel free to call or text us at 330-397-2815.

What can I do to prepare for my cleaning visit?

We do encourage you to have all the dishes out of the kitchen sink prior to us arriving so we can properly scrub and disinfect your sink. We require you to have a well-maintained vacuum out and visible for us if you prefer us to utilize your vacuum. If using your vacuum it must be ergonomically safe for our staff, properly maintained and an upright vacuum with attachments. We also ask to tidy as best as you can so we have enough time to do the more detailed cleaning. We know life is busy so if there is extra tidying that you need you can always let us know ahead of time we can add that as an extra onto your service! Please put away any important documents, possessions, as well as inform us of any valuable/precious belongings that we may come across beforehand.

What is NOT covered under our services?

Upon committing to our cleaning and/or organizational services you will receive via email a detailed checklist of what exactly our services cover! You will find that at this time we **DO NOT** offer:

- Laundry or Dish Services
- Enter Drawers or Closets in Kitchen, Bedrooms, or Bathrooms (unless instructed by a client or agreed upon prior to your scheduled service date)
- Climb Higher Than a Two-Step Ladder
- Extensive Grout Cleaning in Showers/tubs.
- Clean TV Screens
- Opening Windows (we clean inside window glass only)
- Moving Heavy or Antique Furniture/Decor/Beds
- Moving Appliances
- Move Around/Clean Under Excessive/Decor or Other Items
- Remove/Clean any pet waste, any other type of animal waste, or clean in rodent/bug infestation areas.
- Handwipe Tall/Elaborate Chandeliers
- Handwipe Mini Blinds (thick blinds only) with extra fee
- Clean Unfinished Basements
- Wash Walls (we have a great, experienced local company we partner with for this service)
- Hand Washing of Floors or Scrubbing of Tile Grout by Hand.

We implement these policies to protect you and your belongings as well as keep our cleaning technicians safe. Along with these policies we always ask to put away precious valuables, jewelry, or money in a safe place.

How do I leave a tip for my cleaning technician?

Your cleaning technician works very hard to clean your home! If you feel led to leave them a monetary tip we have implemented an automatic text messaging system that will notify you once your cleaning is complete. You can leave a tip via the text message, leave cash, or call the office to add a recurring tip to your service. A tip is never expected but always appreciated!

What products do you use to clean my home or office?

We primarily use eco-friendly cleaning products for our routine cleanings. These products are just as effective as traditional cleaners while being safer for your home, your surfaces, our employees, and the

environment. Every product we use is carefully selected with safety and effectiveness in mind. We've also recently introduced our signature scent, which is lightly applied after each visit for a fresh finishing touch. If you prefer **not** to have this scent used in your home or office, simply let our office know and we'll note your preference in your file.

Do I need to start with a deep cleaning?

Chances are if you are even questioning it, the answer is yes! It is most ideal to start with a deep cleaning to get your home ready for routine maintenance. Soap scum buildup on the shower door or dark spots on the bottom of the tub? Dust collecting on light fixtures, fan blades, and on window sills? Backslash in the kitchen full of splattered pasta sauce or grease from years of cooking? We need extra time to deep scrub all of the surfaces in your home, a regular maintenance cleaning just won't do the trick.

How do I pay for my visit?

We collect your payment information during the estimate/booking process to allow for hassle free payment! We will not charge you until the day of your scheduled cleaning.

Do I need to be home during my cleaning?

Most of our clients are busy at work while we are busy sprucing up their home for them! So the answer is no, you do not have to be there. We ask you to provide us with a way of entry whether that is a spare key, garage code, or entry door code. We always lock up behind us when leaving unless instructed otherwise by the client. If in the event the cleaners are not able to get in there may be a "lock out" fee charged for that visit.

Why doesn't your company move heavy furniture, beds, couches, stoves, or refrigerators to clean behind?

This is a great question! All Spruced Up Cleaning Co LLC is committed to the safety of our employees as well as complying with our current insurance policy coverage. Moving larger and heavy furniture can not only put our employees at risk for injury, but there is also a chance we may damage your floors/walls/electrical/gas lines while doing so. If these areas need to be cleaned we would LOVE to help. All we ask is that the homeowner provides us with a 24-48 hour notice if these areas need to be addressed and have them moved prior to your scheduled appointment. Any other questions regarding this policy feel free to email us!

What if I am not 100% satisfied with my service?

We offer a 24-48 hour window to contact the office in the event if you are not completely satisfied. We want to provide you with quality service and value your feedback. We ask that you show grace to our workers and kindly contact us to address any needs that were not met. We will happily offer a solution for you!

What if I need to cancel my cleaning?

Life happens, we get it! Service reliability is extremely important to us. We will turn down business to not disrupt your regularly scheduled cleaning. We request that you give us a minimum of 24-48 hours advance notice. Our business number, 330-397-2815, is available to you at all times. Maintaining a consistent schedule allows us to support and retain reliable, high-quality staff. This policy helps us ensure our team members have dependable work while continuing to provide you with consistent, professional service.