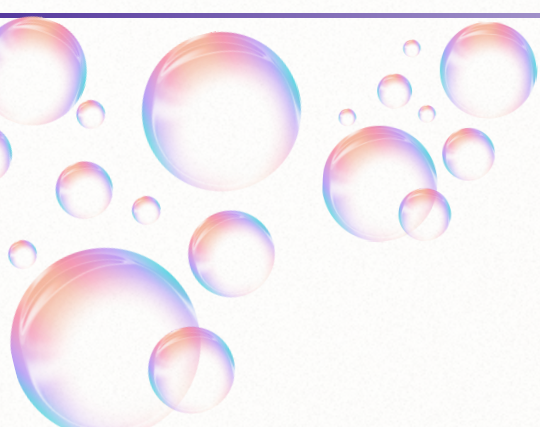




CUSTOMER GUIDANCE

Written by Scheila Borges





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Welcome

Welcome to where you are number one priority. Our goal is to exceed your expectations and provide you with convenient top cleaning. If you kindly check your inbox the day after the cleaning, we invite you to add a brief comment or just rate our service, it will only take 30 seconds, so we will be able to reward the team, acknowledge their hard work, improvements, and encourage good behavior.



Scheila Borges





Schedule and Reschedule:

Once we book your appointment, we reserve a spot on our schedule. Cancellations must be made by calling, text or email to.

If you need to cancel your appointment or reschedule it for any reason, please give us at least 48 business hours prior to your appointment. We need time to fill your spot with another job. Changes made within less than 48 business hours are subject to 100% fee according to the cleaning rate. Changes made on the day of your services are subject to 100% fee according to the cleaning rate and will be charged to your credit card on file.



Schedule and Reschedule:

Your home will be cleaned between the business hours 8am to 6pm, you will receive the confirmation of your time 3 days before your appointment via email and a day before via text message.

Should a client choose to skip a cleaning, may charge for an extra hour for the next cleaning to catch up and allow enough time to perform the job properly.





Schedule and Reschedule:

If clients are absent from our schedule longer than 60 days, reserves the right to charge an initial cleaning fee to restart service and to review your service rate.

We are closed for New year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas. Should your cleaning fall on any major holiday we will reschedule your cleaning, we do not cancel cleanings however, a client can cancel the cleaning. Normal skip fees will apply when a client cancels.



Accessing your home

Please ensure our staff has access to your home. During the booking process, you will be prompted to tell us where to find your key for the initial cleaning. The majority of our clients provides us with a lockbox code, a garage code or a door code, if you decide to hide the key at on and place of your choice, we can return the key to the same place it was, but we are not responsible if the key is missing, with a few exceptions we prefer not to hold any clients keys (ex: apartments are an exception).

If SP Cleaning Services is unable to access your home when we arrive, SP Cleaning will charge a non-refundable fee of 50% of the quoted cleaning price.

If you have an alarm system you can either give us the alarm code (this can be provided to us so we can add it to your profile) or you can turn off the alarm system before our arrival.



Paying for Services:



The Client agrees to pay for cleaning services rendered by the Service Provider using major debit or credit cards, which will be kept on file securely.

Payment for cleaning services is due on the day of cleaning.

In the event that payment for the invoice is not detected on the day of cleaning, the card on file will be charged automatically.

Client Responsibilities:

The Client agrees to ensure that their home is picked up of toys, clothing, dishes, and other personal items before the scheduled cleaning appointment.

Picking up the Client's home is not included in the estimated price provided by the Service Provider.



Tipping

A tip is neither expected nor required. It's completely optional and at your discretion. If you decide to add a tip with your payment, please let us know how much of your payment is designated as a tip, the cleaners is not allowed to receive tips to they bank account, Venmo, Zelle or other platform.



Protecting your valuables:

Protecting your valuables: To avoid accidental breakage, please secure valuables, fragile collectibles, and irreplaceable family heirlooms. We request you place these items in a cabinet or drawer, or you can make a note not to touch them.



Accidents / broken objects

SP Cleaning Services take great care of your home, but occasionally accidents do happen. The cleaning team will leave a note or inform you of the breakage. The office will follow up with a phone call or email to determine the best course of action to take for you.

SP Cleaning Services are not responsible for breakage due to normal wear and tear, deterioration caused by age or weather, or damage caused by improper assembly, construction or mounting of an item.

As plants require specialized care, SP Cleaning are unable to maintain them.

Customers have 30 days to report damage or broken items. After 30 days the customer assumes responsibility for the broken item.

Preparing children and pets:



For safety reasons, please see that children are supervised while we are cleaning your home.

We ask that you secure your pets while we are cleaning your home. SP Cleaning and its staff reserve the right to leave the premises, for the protection of our cleaning technicians, if the pet exhibits aggressive behavior. SP Cleaning will not be held responsible for any pets while the cleaning service is being performed.

Schedule other service providers:

Due to safety and security considerations, please do not schedule other home service providers when we are scheduled to clean if you are not present to supervise them. Will not let anyone into your home.

Clients activities or the activities of other home service providers which result in a request to reclean an area the team has already cleaned will result in additional fees.





Protect our cleaning Technicians:

SP Cleaning Services makes a significant investment in recruiting, certifying, and training only the most qualified cleaning technicians. In consideration of this opportunity, each cleaning technician has signed a non-compete agreement which prohibits him or her from working directly with our clients. We ask that our clients abide by this same measure. By accepting our services, you agree neither to solicit, directly or indirectly, nor hire any current or former SP Cleaning technician who has provided services to your home, without the expressed written consent of and compensation of \$2500 to or its loss.

Technicians are unable to climb on ladders higher than the two-step ladder they are issued to perform their work.

Due to OSHA regulations, our staff will not handle any type of animal or human waste, vomit, blood, or body waste.

Due to sanitary and hygiene cross-contamination issues, we are unable to clean in areas or homes with live infestations (maggots, fleas, roaches, bed bugs, etc) until mitigated.

Termination of service:

Either party may terminate cleaning service with written 48 hours notice. Any payment for services owed by the customer shall be due and payable at the time of cancellation. This is not a contract and either party may cancel service at any time for any reason without penalties or additional fees.





Guarantee of your satisfaction:

Our work is guaranteed. if you think any area that is in the scope of work is not clean or cleaned well, we will re-clean that area to your satisfaction.

Please call within 24 hours of your cleaning. We will return as soon as possible within one business day to re- clean the problem area. Request for re-clean lodged after 24 hours will result in a fee. We appreciate the opportunity to make things right in a timely manner.

Our guarantee does not include a refund when services have been rendered. By accepting and hiring SP Cleaning Services you agree to be the party responsible for full payment and communication, upholding this agreement and satisfaction guarantee procedures. Third party involvement is not recognized by SP Cleaning.

Thanks for choosing us!
Sheila Cleaning Team

(Scheila Borges)





Guarantee of your satisfaction:

I _____ understand and accept these terms.

Sign: _____ Date: _____

Address:

I agree to use SP Cleaning Services for a minimum of 3 months if I use any promotion for first-time cleaning services. If I use a promo for a first-time deep cleaning and then cancel, I may need to pay the remaining balance of the full original price.

How often:

One time cleaning
Biweekly

Weekly
Monthly

Move in cleaning
Move out cleaning

