

THE MAIDS PRO

# Services & Policy Guide

[www.themaidspro.com](http://www.themaidspro.com)

# Hello there!

Dear Client,

Welcome!

Listed are our cleaning company policies. Please contact us if you have any questions regarding these policies or if you have questions regarding our cleaning services.

1

THE MAIDS PRO is a quality professional cleaning service that is fully insured and bonded.

2

All cleaning technicians are employees meaning that we pay all payroll taxes and workers' compensation insurance.

3

We provide all equipment and supplies. If you have a special request, such as the use of green cleaning chemicals, please let us know. All employees arrive in uniform for identity and your protection.

4

We normally work of one or two professionally trained cleaning technicians. Every crew includes a team leader that supervises every task and ensures consistent quality workmanship at each job.

5

We strive to exceed your expectations for quality cleaning services. We inspect our work before leaving your home. Occasionally and without intention our crews may miss something. So if, after your inspection, you find our technicians missed something, please contact us within 24 hours so we can solution.

6

**Payment:** We require full payment upon completion of our service to your home. We ask that outstanding balances be paid prior to the next scheduled cleaning. If left unpaid before the next cleaning day, we will be unable to perform the cleaning.

# 7

## **Schedule Changes or Cancellations:**

We understand that there are changes in schedules in our busy lives. In the event that a scheduled cleaning service must be changed or cancelled, we ask that our clients notify 24 hours (1) day in advance. This gives us an opportunity to fill that spot and keep our employees working a full schedule. When a client cancels with less than one (1) day notice a fee of 30% of the charges for that service will be applied. For permanent cancellation of the cleaning service, we ask that the client notify two weeks in advance.

# 8

## **Temporary Suspension of Services:**

If you will be away from your home for an extended period of time, we request that you schedule the cleaning service just before you leave, but not after you leave. This is to ensure that you have a chance to see our work and be the last to leave your home.

9

Please be certain your home is accessible to our cleaning crews. If you are not at home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning crews are unable to access your home or if our crew is turned away when they arrive (for any reason), a fee of fifty percent (50%) of the bill due for the service that would have been performed will be applied.

10

For their safety and regulations, our cleaning technicians are prohibited from using ladders other than company provided ladders and are instructed to wear shoes in your home. Thank you for understanding.

11

Prior to the cleaning technician's arrival, please remove all items, clothing, toys, etc that may delay the efficient cleaning of your home. This will help us a lot

# 12

**THE MAIDS PRO** is not responsible for damage due to faulty or improper installation of items. Please inform us of any items in your home that require this type of attention. The cleaning crew will immediately notify the client of any accidental damage that occurs during each job. In the event that the client finds any damage in the home as a result of our cleaning service, we ask that you notify within two (2) days after service. If notification is made past the two (2) day time period, reserves the right to deny compensation.

# 13

If you have any irreplaceable, collectable or expensive objects, we ask that these items be secured or put away in order to avoid painful accidents.

14

Special service requests: When you sign on us, you will receive a list of cleaning specifications that will be performed. If you need special services like refrigerator cleaning , or oven cleaning, you must make arrangements for these services at least one week prior to your scheduled cleaning day.

15

Please secure all pets. We require that all pets (cats, dogs) be either kenneled up or outside in a fenced area that our employees do not have to cross. we do not be responsible for cleaning up after pets.

16

For the safety of your children, we ask that they be supervised while our staff and equipment are present in your home.