

## **OLIVIA'S CLEANING SERVICES**

### **General Information/ Pre-Cleaning Information**

**Our Guarantee:** We have built our business on reputation by providing our clients with the best possible service available anywhere. Still, we realize that because we are human, things, from time to time will get missed. Should this happen, phone our office or email us within 24 hours and we will make a note to rectify this on our next visit at no charge to you.

**Communication:** We do our best to answer all phone calls and emails received between 7a.m. and 7:00 p.m. If you leave a voicemail or send an email outside these hours we will respond as soon as possible. Please feel free to leave a note with comments, needs, likes, dislikes, etc. We are here to serve you; your input is invaluable and appreciated. Emailing oliviacleansing2017@gmail.com is another way to let us know what your needs are and how we are doing.

**Conduct:** We will always be respectful in your home/office. There is no smoking, eating or drinking (other than water) in your home/office, nor do they watch TV or play the radio. They do not answer the phone or door. Our only purpose while in your home/office is to clean.

**Supplies:** We provide our own cleaning products including cleaning agents and microfiber towels. We pride ourselves in our state of the art, earth friendly cleaning practices. We use color coded microfiber technology ensuring the avoidance of cross contamination. All tools and supplies are disinfected after each home/office is cleaned, to provide an additional layer of preventing cross-contamination.

**Arrival Time:** Please allow us the flexibility of scheduling the start time of our cleaning between 8:00 a.m. and 5:00 p.m. We try to schedule our cleanings in an order that requires the least amount of travel time in an effort to maintain our prices and avoid trip fees. If you require an AM or PM clean time we will make every effort to accommodate your request however no specific times are guaranteed.

**Scheduling Changes:** We do our best to stay on schedule. However, if a change is necessary, we will let you know as soon as possible and would ask that you do the same. Please go through the office (314-556-9506) - not your cleaner - for scheduling changes.

If you are going out of town, or closing your business for a holiday, rather than cancel, we would like this opportunity to do some deeper cleaning projects such as scrub baseboards, clean the oven or refrigerator, organize the pantry or office supply cabinet, etc.

**Picking Up:** You do not need to clean for the cleaner! However, the better your space is picked up, the better job we can do for you. If there are papers, dishes, laundry, projects, etc. - no problem, we will skip these areas until the next visit. Getting things up off the floor by putting them on beds or the couch helps too. If you just can't get things organized before we come, no problem, just know we will clean what we can get to. Also, please leave bedsheets for changing beds if you require us too

**Pets:** We love pets! However due to potential health risks, we do not clean litter boxes, urine or feces. If you have a pet that is the least bit aggressive, it will need to be absent from the areas we are cleaning.

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**Valuables:** If there is an item or items in your home that are invaluable to you, it is your responsibility to: A.) Let us know what and where the item(s) are, so we will know not to touch them, or B.) Put the item(s) away before your scheduled cleaning service. As mentioned in the paragraph above, we do not open doors (this includes cabinet doors, bookcases, curios, etc.). If your valuable or breakable items are behind a closed door, we will not touch them.

**Accidents:** If you have something that is priceless and/or irreplaceable please put it away. It is very rare, but occasionally something gets broken. Your Cleaning Technician will let our office know right away, leave you a note and the item. We will do our best to replace or reimburse you per your request. Please be aware we have a \$100 replacement limit (per item) and must be informed of any requests within 24 hours of your service date. Please inform us at your initial cleaning of items in your home/office that we should avoid and/or are in ill repair, i.e. a picture not professionally hung, loose knobs/handles, etc.

**Closed Doors:** Please close the door(s) to any room(s) you do not wish to have cleaned and we will focus our energies elsewhere. Our Cleaning Technicians are trained not to clean any room with the door closed; so conversely, please make sure all rooms you want cleaned have doors opened.

**Payment:** Payment by check or cash is due in full on the day of your service and should be left on the kitchen counter or front reception area. Checks are to be made out to Katherine Olivia or Olivia's Cleaning Services. If payment is not received or is not left a \$5.00 Billing Service Charge will be added unless prior arrangements have been made. You may also mail or leave a check for the entire month at the time of your first cleaning for that month. A fee of \$36.00 will be charged for each NSF check returned by the bank. Please note that any account that is 30 days (or more) past due will be assessed a \$25.00 late fee.

**Late Cancellation/Lock Out/Turn Away:** We allocate a block of time for the cleaning of your home/office. If you request a schedule change, we require 36-hour advance notice to avoid a cancellation fee. If we do not receive a personal phone call or email within 36 hours of your cleaning time, or we are locked out, you will be charged up to \$200. If we are turned away at the door, you will be charged \$200. The best way to ensure this does not happen is to have a key kept somewhere discreet near your home/office. Your time slot is yours; it is reserved for just you. If you cancel last minute, it cannot be filled.

**Security Alarms:** If your home/office is equipped with a security system, please ensure that it is in the "off" position or call our office with the code and proper directions for use. If the code should change, please let us know so you do not incur a lock out charge.

**Holidays:** We work every day with exception of New Year's Day, Easter, Thanksgiving and Christmas. If your scheduled cleaning falls on one of these holidays, we will contact you in advance to reschedule