

QUEEN CLEANING POLICIES

GENERAL CLEANING

Please make sure your house is picked up- such as toys and others items on floor as well as on countertops and vanities, and sinks are clear of dishes when the cleaners arrive. We are a cleaning service, not a maid service. We are happy to straighten beds but if you would like sheets changed and beds fully made, there is a fee that will be applied to your cleaning.

SPECIAL OR MISCELLANEOUS PROJECTS

Special projects are welcome and will be charged at an hourly rate at \$70 per hour. Simply email or text me with your special requests so we can budget them into our regular work routine. If we have to trade off – skip a room of your house in order to accommodate the special project, I can give you some options that will be equivalent to each project.

CLEANING INCREASES

Inflation is about 4% every year. Because of increases in supplies, and cost of labor, expect that there may be an increase in cleaning costs accrued each year.

WORK HOURS

Normal business hours are Monday through Friday 8:30 a.m. to 5:00 p.m. Both my employees and I work from a schedule and recommend the same time and weekday for your cleaning to create consistency and convenience for all parties.

ALARM SYSTEMS & KEYS

It is not necessary to be at home while we are there cleaning. If you have an alarm, make sure we have the key code so we can disarm the alarm upon arrival and set it again when leaving. We are happy also to use a lock box with a code, garage code or house key. If we are unable to get into your home because we are not provided a key or code and the cleaner arrives on a scheduled day, you will be charged for the cleaning.

RESCHEDULING

We understand that things happen on our end and your end. At one point or another -- for whatever reason, one of us, is going to need to reschedule our cleaning. Communication is key. Call, text or email as soon as you know there is a conflict and we'll do our best to reschedule your cleaning at the next earliest convenience.

CANCELLATION POLICY

Please be cognizant of the importance of a consistent cleaning schedule. If the home is not cleaned weekly or biweekly, it will take more time to be properly cleaned, therefore a \$50 fee will be added to your bill, if a biweekly cleaning is cancelled and not rescheduled within that same week. Please understand, if there are more than two consecutive cancellations in a row or three in a period of 90 days, we unfortunately will have to cancel service. I do also understand that people take vacations. You are allotted one cleaning cancellation due to vacation where cost will not be incurred.

SICK POLICY

If you or your children get sick with a contagious illness (i.e. the flu, a cold, pneumonia, chicken pox etc.) please call and reschedule your cleaning. Even though we disinfect the home, it is possible to transport germs to the next house or become sick ourselves. With the best interest of myself, my employees and my other clients, I prefer to not clean until you and your family are well again.. On my end, I may call in sick as well to protect you and your family.

SATISFACTION

We aim to please and I want you to be happy with our services. . If for any reason, at any time you are not 100% completely satisfied, please call me or text or email me immediately at 717.982.4620 and we will do everything in our power to resolve your concerns. I can not help rectify a situation if I am not told about it 😊 Also, I love feedback, good and bad, so that I can continue to try and better the business.

PAYMENT

You will be invoiced via email through Quickbooks. Payment is due prior or on the day of service. All invoices are sent out every Monday for the cleanings that week. We suggest automatic payments and would be happy to send you an authorization form to keep information on file. If payment is not received within 10 days of the invoice, a \$10 late fee will be added.

THANK YOU FOR YOUR BUSINESS!