

Sonoran Cleaners

CLEANING SERVICE CLIENT POLICY

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Purpose

This Cleaning Service Client Policy is to serve as the course of action that Sonoran Cleaners will take and the procedures that clients must be aware of as the company renders its services. The provisions of this policy will also ensure the efficiency of the Sonoran Cleaners performance in providing the prescribed cleaning services.

Definition Of Terms

1. **The Company** – This refers to the business Sonoran Cleaners.
2. **Cleaning Technician** - This is the individual in charge of the cleaning and maintenance of the property. The technician's primary duties include inspecting the premises, disposing of garbage, and maintaining the property's orderly condition.
3. **Cancellation Fee** - This refers to an additional charge paid to cover any costs incurred by the company following the client's failure to comply with its terms of service.
4. **Valuable Items** - This refers to any replaceable, collectible, or expensive objects owned by the client, including jewelry, cash, and electronic devices.

Scope

This policy applies to all clients of the company. It covers all service reminders, conditions, and restrictions set by the company when rendering cleaning services to its clients.

Policy Statement

- All Cleaning Technicians sent to the client's address are employees of the company. They must arrive at the assigned premises in full uniform and ID badges to verify their affiliation with the company.
- The company will provide all cleaning equipment and supplies in compliance with OSHA regulations. Rest assured that these equipment and supplies are safe and in good working condition.

- All crew members are prohibited from smoking on the client's property or the surrounding areas. Clients may report any incidents of foul or inappropriate behavior to management immediately.
- For schedule changes or cancellations, clients must notify the company at least 48 hours in advance. Otherwise, the client must pay a Cancellation Fee of \$120.
- Children and pets must be supervised at all times to maximize productivity and avoid risks. The company will not be responsible for cleaning up after children and house pets.
- Clients are responsible for any Valuable Items present on the property. The company will not be liable for damage due to faulty or improper installation of furniture and appliances. To avoid loss or damage, the company requests that the client secures these items beforehand.
- The company agrees to settle any significant property damages incurred by the company's employees due to negligence on the job. A further investigation will take place to verify the case and provide a favorable resolution.
- For complaints, damages, or theft, the client must report such occurrences to the management within 24 hours from the service date. The client may expect a response to this concern within seven (7) days.
- Payment is expected at the time of service. We reserve the right to suspend services or terminate bonds until payment is made. We accept cash, check, all major credit cards, paypal, venmo, and cashapp.
- The company reserves the right to adjust the terms and conditions of this policy at any time with or without prior notice.