

Sonoran Cleaners

CLEANING COMPANY POLICY

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Purpose

The purpose of this Cleaning Company Policy is to outline the terms and conditions of how **Sonoran Cleaners** will deliver services to its clients. In addition to protecting **Sonoran Cleaners** from legal action, this policy serves to inform clients of any guidelines, limitations, and principles essential to how the company operates.

Definition Of Terms

1. **The Company** – This refers to the business Sonoran Cleaners.
2. **Cancellation Fee** - An amount or sum of money that the client must pay for canceling an appointment after the cancellation deadline permitted by the company.
3. **Medical Appliance** - This refers to any dental or surgical device used for a specific therapeutic function.
4. **Monetary Settlement** - This refers to the act of settling a dispute by paying back the money owed because of an accident, injury, or any form of inconvenience.

Scope

This policy applies to all existing and future clients of **Sonoran Cleaners**. It covers the rules that clients must know and comply with to ensure that the company can deliver its services effectively.

Policy Statement

- For cancellations or rescheduling of appointments, clients must submit a minimum of 48 hours' advance notice to avoid inconveniences. Failure to provide adequate notice will result in a \$120 Cancellation Fee.
- The company reserves the right to cancel the appointment due to poor weather conditions in the area. The client may opt to reschedule the appointment without additional charge.

- The company encourages clients to leave special instructions whenever necessary, as long as these requests cover the scope of the company's offered services.
- The company uses its own equipment and supplies to render the cleaning services but agrees to use specialty equipment and supplies as instructed and provided by the client.
- Any Wellness / Medical Appliances or equipment that may pose any form of danger or health concerns to the company's cleaning crew must be disposed of safely or kept out of reach.
- Any items deemed confidential, expensive, or sentimental in value must be secured before the cleaning crew arrives at the property. The company will not be responsible for any damages to improperly installed objects or items displayed in high-risk or fragile areas.
- Pet animals that may be aggressive to strangers must be kept away or supervised for the duration of the cleaning time. The cleaning crew will not be responsible for cleaning up after the animal.
- Suppose the client discovers any signs of breakage/damage or loss/theft of personal property upon inspection. In that case, the client must inform the company within 24 hours of the cleanup date for further investigation. The company reserves the option to repair or replace the item before a Monetary Settlement.
- Clients are allowed but not required to tip the cleaning crew.
- The company prohibits its staff from smoking and eating on the job. However, the client must allocate break times for the cleaning crew when assigned to bigger projects with longer work hours.