

Sonoran Cleaners

CLEANING SERVICE POLICY

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Purpose

This Cleaning Service Policy serves to communicate Sonoran Cleaners scope of work, service terms and conditions, and principles, as we strive to offer clients the best value for their dollar. This policy will provide guidance to both company employees and clients to better understand how the business operates.

Definition Of Terms

- **The Company** – This refers to the business Sonoran Cleaners.
- **Biohazard** - This refers to any biological substance that can adversely affect a person or animal's health. Some examples include blood products, human feces, and animal waste.
- **Privacy Breach** - This occurs when a person accesses private, sensitive, or confidential information without due authorization.
- **Lockout** - This occurs when someone is unable to enter a room or building due to a locked entryway.

Scope

This policy applies to all employees and clients of our company. It covers our business procedures, liabilities, payment terms, and schedule arrangements for employees and clients to stay informed.

Policy Statement

- All employees must arrive at a client's address in complete uniform with a company-issued ID badge for verification. If an individual arrives at your address in casual attire without any form of valid identification to prove that they are affiliated with our company, kindly contact us for further confirmation.
- To maintain quality standards, we use our own tools and supplies for the job. Our employees receive extensive training to handle these tools and supplies properly and ensure the safety of homeowners. If you prefer that we use your products of choice,

we request that you communicate with our office for pre-approval and compliance with OSHA regulations.

- Our cleaning crew will not handle, clean, or dispose of human or animal waste, blood or bodily fluids, and other Biohazards as a safety precaution. The company has the right to decline such instructions from the client.
- Our cleaning crew will not be liable for breakage or damage to objects with faulty or improper installation. Additionally, we ask that all expensive, irreplaceable, or collectible items are stored securely prior to our crew's arrival.
- All of our employees undergo careful screening upon hiring. But if you discover any signs of suspected theft or Privacy Breach, our company will willingly cooperate with the investigation.
- Last-minute cancellations are strictly prohibited. For cancellation and rescheduling, you must provide at least 48 hours' written notice. Otherwise, we charge a \$120 cancellation fee for missed appointments.
- For clients with recurring cleaning appointments, providing a spare key will be necessary to avoid any problems. We store keys safely in a security box that only authorized individuals may access on the day of the cleaning schedule. If our crew is unable to enter the premises for the scheduled appointment, the appointment must be rescheduled and charged \$75 for the inconvenience caused by the lockout.
- 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.