



www.idealcleaningservices.net

Policies

1. Payment is 100% refundable upon cancellation of service, however if client does not cancel prior to appointment time, fees listed below will apply:

- Crime Scene \$100.00 to \$200.00 24 hour cancellation notice.
- Commercial or Residential Cleaning \$25.00 to \$ 50.00 same day cancellation notice.
- Rubbish Removal \$100.00 to \$200.00 24 hour cancellation notice.
- Elderly Cleaning \$50.00 to \$100.00 same day cancellation notice.
- After Construction \$50.00 to \$100.00 same day cancellation notice.
- Window cleaning \$30.00 to \$50.00 24 hour cancellation notice.
- General Standard Cleaning \$25.00 to \$35.00 same day cancellation notice

1a. There are no refunds or partial credits after services have been performed. To assure customer satisfaction please be present to inspect cleaning job.

2. Please be present to receive cleaner. If we arrive at your home/office and a representative is not present we will give a 15 minute grace period after which we will depart and assess a \$25.00 service fee per person to your credit card.

3. Please walk through the premises with our staff to ensure time requested by customer is sufficient to complete task outlined. If the staff recommends additional time, customer has the option to secure additional time or to lessen task given to staff.

4. Please accurately define the dirt level in your home prior to appointment. For example, John Doe informed us that his home requires medium cleaning but upon arrival it requires heavy. John Doe also informed us his home is small but it is actually large in size and has 2 levels instead of 1. We ask our customers to be as honest as possible, read our policies and provide an accurate description of your home. Dirt levels and definitions listed below:

Residential/Home Cleaning Dirt Levels (1 to 5):

L1 - Light Cleaning – The light cleaning rate applies only to spaces which have been maintained by regular housekeeping and has 1 layer of dirt build up.

L2 - Medium Cleaning - The medium cleaning rate applies only to spaces which have been maintained every couple of weeks or at least once per month and has 2 layers of dirt build up.

L3- Deep Cleaning - The deep cleaning rate applies only to spaces which have NOT been maintained by regular housekeeping and has 3-4 layers of dirt build up.

L4 - Heavy Cleaning – The heavy cleaning rate applies to spaces which have NOT been cleaned in months and has 4-6 layers of dirt build up.

L5 – Heavy duty – The heavy duty cleaning rate applies to areas that have massive amounts of dirt and have not been cleaned in years.

L6 and above - Call our office

5. We reserve the right to discontinue service if payment is not met.

6. There is a \$30 charge attached to checks that are returned as a result of the payer's account having insufficient funds.

7. We ask that you secure your pet to avoid exposure to hazardous chemicals - :-).

8. Resolutions Department:

We are here to assist with any complaints, should you need to file a claim and request a return visit please follow the protocol listed below:

1. Call 347-492-0075 Ext. 103
2. Form will be emailed or faxed to you
3. Allow 1 to 3 day for us to resolve the matter

9. Lifting:

As a safety measure, we do not move any item over 35 pounds in weight. We also ask that you move fridge, stove, and other large items prior to appointment should you want behind them cleaned.

10. Tipping:

Tipping is not required, however if you are kind enough to do so 10% to 20% of the total bill is usually what most customers tip our maids.

11. Removing Your Information:

To be removed from our distribution list please request via
info@idealcleaningservices.net