



Web: www.idealcleaningservicesllc.com

Ideal Cleaning Services LLC Standard Policies 1-21

1. Cancellation Notice;
 - a. For all jobs, clients will be given a cancellation/rescheduling date upon booking. Cancellations not made by 5 PM on the specified date will be charged a 50%-100% cancellation fee. Currently, we are not servicing homes with bed bugs or biohazard conditions.
 - b. Same day cancellation will be charged in full (100%).
2. New York Sales Tax; all transactions are subjected to New York Sales Tax of 8.875%.
3. Credit Card Payment; we only accept Visa, MasterCard and Discover cards for payment. Sorry, no Cash or Check payments. We do not accept American Express.
4. Refunds; there are no refunds or partial credits after services have been performed.
5. Customer Satisfaction; to assure customer satisfaction please be present for the walk through on service date(s) and the final inspection upon job completion. We also require that you be available to sign our inspection agreement, covering our health, covid-19 liability waiver form, valuables terms and conditions.
6. Waiting Grace Period; when we arrive on service date and if a representative is not present we will give a 15 minute grace period and try to make contact. If unsuccessful, your credit card will be charged in full for service (100%).
7. Dirt Level; please accurately define the dirt level in your home prior to your appointment. For example, John Doe informed us that his home requires medium cleaning but upon arrival it requires heavy. See dirt levels below;

Residential/Home Cleaning Level Tiers (L1 to L5)

- 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.
8. Service Termination; we reserve the right to discontinue service if payment requirements are not satisfied.
 9. Pets; we ask that you secure your pet to avoid exposure to hazardous chemicals :-).

10. Resolutions Department; we are here to assist you with any complaints (service or damages), should you need to file a claim please follow the protocol listed here: 1. Call 347-492-0075 2. You will receive our form service or damage complaint form by email 3. The complaint will be processed and addressed accordingly.

11. Lifting; as a safety measure, we do not move any item over 30 pounds in weight. We also ask that you move the fridge, stove, and other large items prior to the appointment should you want behind them cleaned.
12. 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.
13. Removing Your Information; to be removed from our distribution list please call 347-492-0075.
14. Travel fee \$30.00 and Up; Nassau & Westchester Counties, availability for service is contingent on the size of the job and a travel will also be assessed. A travel fee will also be assessed to locations not within walking distance of an MTA subway (this applies to some areas in Brooklyn, Bronx, Queens, Westchester County and LI). We do not service Staten Island.
15. Photos/videos; before and after pictures/videos must be taken/recorded on every job but will not be used for any other purpose but to ensure quality. Photo/video usage on or offline will be requested and approved by the client.
16. Booking; Bookings are finalized once we have confirmed the number of people needed and agreed on rates, including travel fees if applicable. To secure the appointment time, we will need a credit card (credit card information is required to secure booking).
17. Services not provided; we do not iron clothes, provide dry cleaning, pass over, bio-hazard (blood & feces), bed bugs extermination, errands, exterior window cleaning, carpet, yard, high ceilings or walls, upholstery, laundry service, mold remediation & restoration, after construction (only small residential jobs, no commercial sites).
18. Recur/On-going Service; Recurring jobs are welcome. Occasionally, we may need to change staff.
19. Service Preparation; we ask that our clients remove any extraneous items such as books, clothes, laundry, pans, pots, etc. before we arrive this will make our job easier. If your freezer needs to be cleaned we ask that you unplug your fridge the night before and if your stove needs to be cleaned please spray with oven cleaner the night before.
20. **Bed Bug Infestation;** if your home is bed bug infested we reserve the right to know in advance. In event, we find bed bugs; we reserve the right to vacate the home and terminate service immediately and charge the appropriate rate applicable.
21. Valuables/Personal Items; For client and our cleaning associate protection, all valuables and personal items including cash must be secured before cleaning commences. We will not be held liable should your valuables, personal items and cash goes missing.
 - i. Ideal Cleaning Services LLC and its agents will not be responsible for property loss due to client's failure to secure valuables and cash as described above.