

YOUR FRIENDLY NEIGHBORHOOD CLEANING LADY



Client Policies & Service Guidelines

At Your Friendly Neighborhood Cleaning Lady, our goal is to provide high-quality cleaning services while maintaining clear communication, professionalism, and a comfortable experience for both our clients and team members. These policies help us create smooth, consistent, and respectful service for everyone involved.

Policy Area / Topic	Description
<u>1. Sickness Policy</u>	Clients who are feeling ill are encouraged to communicate with us as soon as possible so we can reschedule services when needed to help protect both clients and team members.
<u>2. Recurring Rescheduling</u>	We kindly request as much notice as possible for recurring schedule changes, with at least 3 days notice preferred whenever possible.
<u>3. Pet Policy</u>	Pets should be safely secured when possible during cleaning appointments to ensure a safe and efficient environment for both pets and our cleaning professionals.
<u>4. Closed Door Policy</u>	Rooms with closed doors will be considered off-limits and will not be cleaned unless otherwise requested prior to service.
<u>5. Breakable Items Policy</u>	Fragile or high-risk items and areas may be skipped unless discussed ahead of time to help reduce the risk of accidental damage.
<u>6. Personal Preference Sheet (PPS)</u>	Clients requesting the use of personal cleaning products or equipment may be asked to complete a Personal Preference Sheet releasing liability related to those items.
<u>7. Unsafe Conditions & Drug Paraphernalia</u>	Our teams reserve the right to refuse or discontinue service in unsafe environments or when hazardous materials or drug paraphernalia are present.
<u>8. Cancellation Policy</u>	We kindly request at least 3 days notice for cancellations or major schedule changes whenever possible.
<u>9. Payment Policy</u>	Recurring client payments are typically processed on Mondays following scheduled services to help maintain smooth business operations.
<u>10. Arrival Time Frames & Time Budgets</u>	Appointment times are estimated within a 2-hour arrival window, and our teams operate within scheduled time budgets to ensure efficient and detailed service.
<u>11. Tidying & Preparation</u>	Tidying prior to your appointment allows our teams to focus more time on detailed cleaning tasks within the scheduled appointment timeframe.
<u>12. Communication & Respect</u>	We strive to maintain respectful, professional communication and a positive experience for both clients and cleaning professionals at all times.

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1. Client Sickness Policy

A. Purpose

The health and well-being of our clients and employees is extremely important to us. We understand that illnesses happen unexpectedly, and we aim to provide flexibility and understanding whenever possible.

B. Reporting Illness

Clients are encouraged to notify us as soon as possible if anyone in the home is experiencing symptoms of a contagious illness prior to the scheduled cleaning appointment.

C. Rescheduling Due to Illness

Clients who are feeling unwell may reschedule their appointment without penalty whenever possible. We appreciate open communication so we can protect both our clients and cleaning professionals.

2. Recurring Service Rescheduling Policy

A. Purpose

This policy helps us maintain scheduling efficiency while still offering flexibility for recurring clients.

B. Notice for Rescheduling

Clients are encouraged to provide at least 3 days notice when rescheduling recurring services.

C. Communication

All rescheduling requests should be communicated through Jobber, phone, text, or email and confirmed by our office before changes are considered finalized.

D. Recurring Schedule Adjustments

Recurring schedules may be adjusted or discontinued on a case-by-case basis if:

- The client requests cancellation of recurring service
 - Excessive rescheduling disrupts scheduling operations
 - Scheduling availability changes due to route or capacity limitations
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3. Pet Policy

A. Purpose

This policy exists to protect the safety of both pets and cleaning professionals during scheduled services.

B. Pet Containment

Clients are asked to secure pets in a separate, safe area during the cleaning appointment whenever possible.

C. Pet-Friendly Areas

The designated pet area should remain free from cleaning chemicals and potential hazards.

D. Aggressive or Unpredictable Pets

Pets displaying aggressive or unsafe behavior must be safely secured to prevent injury or disruption during service.

E. Communication

Clients should notify us ahead of time regarding pets in the home and communicate any important behavioral concerns or instructions.

4. Closed Door Policy

A. Purpose

This policy helps maintain client privacy while ensuring clear expectations for our cleaning teams.

B. Closed Rooms

Any room or area with a closed door will be considered off-limits and will not be cleaned unless otherwise requested by the client.

C. Client Responsibility

If clients would like a closed room cleaned, we ask that the door either be left open or that prior instructions be provided before the appointment begins.

D. Unfinished Areas

Your Friendly Neighborhood Cleaning Lady is not responsible for unfinished spaces that were inaccessible during the cleaning appointment.

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5. Breakable Items Policy

A. Purpose

This policy protects delicate, valuable, or fragile belongings while allowing our teams to clean safely and efficiently.

B. Breakable Areas

Breakable areas may include:

- Delicate furniture or fixtures
- Glass-front cabinets or displays
- Collectibles, artwork, or sentimental items
- Unstable décor or fragile surfaces

C. Waiver Option

We may avoid cleaning high-risk areas unless a client signs a waiver acknowledging the potential risk of accidental damage.

D. Client Communication

Clients are encouraged to notify us ahead of time regarding any fragile or especially valuable belongings requiring special attention.

6. Personal Preference Policy (PPS)

A. Purpose

This policy allows clients to request the use of personal cleaning products or equipment.

B. Client-Supplied Products

While we are happy to accommodate reasonable requests, our team is primarily trained using our own standard products and tools.

C. Liability Release

Clients using personal products or equipment may be asked to sign a Personal Preference Sheet (PPS) releasing Your Friendly Neighborhood Cleaning Lady from liability related to those items.

D. Product Results

We cannot guarantee the effectiveness or results of client-supplied products or equipment.

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7. Drug Paraphernalia & Unsafe Conditions Policy

A. Purpose

We are committed to maintaining a safe and professional work environment for both clients and employees.

B. Restricted Items

Our teams will not handle or clean around drug paraphernalia, hazardous materials, weapons left unsecured, bodily fluids, or unsafe living conditions.

C. Discovery During Service

If unsafe items or conditions are discovered during service, the cleaning professional may stop work in the affected area and notify management immediately.

D. Service Refusal

We reserve the right to refuse or discontinue service if conditions are considered unsafe or violate company policies.

8. Cancellation Policy

A. Purpose

This policy helps us manage scheduling efficiently while respecting the time reserved for your appointment.

B. Notice Requirement

We request at least 3 days notice for cancellations whenever possible.

C. Cancellation Methods

Cancellations should be communicated by phone, text, email, or through Jobber.

D. Late Cancellations

Late cancellations may be subject to a cancellation fee depending on the circumstances and scheduling impact.

E. Emergencies

We understand emergencies happen and will always attempt to work compassionately and reasonably with clients when unexpected situations arise.

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9. Payment Policy

A. Purpose

This policy helps maintain smooth business operations and ensures we can continue providing reliable service to both clients and employees.

B. Monday Payment Processing

For recurring clients with cards on file, payments are typically processed on Mondays following the scheduled cleaning service.

C. Payment Methods

We accept approved electronic payments, cards on file, checks, and other approved payment methods communicated during booking.

D. Failed Payments

If a payment fails or declines, clients will be contacted promptly to update payment information.

E. Open Communication

We understand unexpected financial situations can occur and encourage communication regarding any payment concerns.

10. Arrival Time Frame Policy

A. Purpose

Because cleaning times can vary from home to home, this policy establishes realistic arrival expectations for scheduled services.

B. Estimated Arrival Windows

All scheduled arrival times are estimated windows rather than exact guaranteed arrival times.

C. Two-Hour Arrival Window

Our teams may arrive within a two-hour window of the scheduled Time of Arrival (TOA).

Example:

An 11:00 AM Time of Arrival means the team may arrive anytime between 11:00 AM and 1:00 PM.

D. Delays

If significant delays occur beyond the estimated arrival window, our office will communicate updates as quickly as possible.

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11. Time Budget & Tidying Policy

A. Purpose

Our teams operate using time budgets designed to ensure efficiency, consistency, and quality across all scheduled appointments.

B. Time Allocation

Each appointment is assigned a specific amount of cleaning time based on the size, condition, and frequency of the home as well as requested services.

C. Tidying Before Service

Tidying prior to your appointment can significantly improve the amount of detailed cleaning our teams are able to complete within the allotted timeframe.

Helpful preparation may include:

- Picking up clothing, toys, or clutter
- Clearing countertops and floors
- Organizing excessive household items
- Securing pets

D. Excessive Clutter

Homes requiring extensive decluttering or organizing may reduce the amount of detailed cleaning completed during the appointment.

E. Additional Time

If additional time is needed due to the condition of the home or added requests, additional charges or scheduling adjustments may apply when available.

12. Communication & Respect Policy

A. Purpose

We strive to create a respectful, professional, and positive environment for both our clients and employees.

B. Respectful Communication

We kindly ask that all communication with office staff and cleaning professionals remain respectful and professional.

C. Team Safety & Comfort

We reserve the right to remove employees from situations involving harassment, threats, discrimination, unsafe conditions, or inappropriate behavior.

D. Partnership

Our goal is always to work together with clients to create a comfortable, long-term relationship built on trust, communication, and consistency.