

How To Prepare For Your Cleaner's Arrival

- Please ensure there is running water, electric, heat & air conditioning within the home.
 - Ensure walkways and driveways are cleared so tech can have where to park their car.
 - Please secure all pets. We love them, but they don't always love us!
 - Please remove all clutter, infant structures, toys, dishes, laundry, & excess trash from within the home.
 - Please inform your cleaner if there are any broken or damaged items prior to the start of their visit.
 - Please allow your cleaner to tour the home & assess the condition upon their arrival.
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- Please note that we cannot guarantee a full clean of any areas that have not been prepared for cleaning & it could result in an additional hourly fee!
 - Please move any heavy objects or furniture that you would like us to clean around or under.
 - Please leave out any labeled specialty products you would prefer us to use on your granite, shower glass, floors, or other surfaces.
 - Please if first appointment of the day allow up to 1 hour of your appointment time for your cleaner to arrive and any other appointment 3 hours arrival.
 - Please note that there is a \$75 fee for any cancellations or lock-out situations within 48 hours of your scheduled appointment.
 - We are unable to clean human or pet waste, blood or vomit without prior notice, as these tasks are considered hazardous materials(hazmat) cleaning. To ensure the safety and health of our staff and prevent the spread of contaminants between homes, such cleanings require special handling and precautions.