

Policies of Kind Earth Home Cleaning



These policies are in place to help us deliver exceptional service to ALL of our clients every visit. Please read through them.

✓ **Phone hours**

We are available by phone Monday – Friday 9AM–4PM. If we do not answer, leave a message or send a text, and we will call/text you back as soon as possible. We ask for at least 24 hours' time to reply back to scheduling inquiries. Additionally, on the weekends, we are unavailable for cleaning inquiries and will respond back to you as quickly as possible on Monday or Tuesday.

✓ **Cleaning Hours**

We are available for cleaning Monday – Friday beginning at 10AM.

✓ **Holidays + Vacations**

We observe New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

If your regular, recurring scheduled home cleaning falls on a day of the week that we are out-of-town or on vacation, we will do our best to notify you well in advance and shift your scheduled cleaning to best fit your availability rather than skipping your cleaning altogether if and when possible.

✓ **Making payments**

All payments must be made the day of or before your scheduled cleaning. We accept Cash, Checks, or Venmo (@KindEarthHomeCleaning). Any returned check will result in a \$30 service charge.

✓ **Cancelations**

Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. Please show the same respect. We request that you give us a minimum of 24 hours advance notice (Monday clients must notify before noon on the previous Saturday), IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON. Our phone, 925-482-4686, is available to you at all times. Failure to provide adequate notice could result in a \$40 late cancellation fee. We understand that circumstances arise that require a cancellation, but if a client has excessive cancellations, we reserve the right to canceling all future cleanings.

✓ **Lock Outs**

If we arrive at your home and you forgot to leave the door open, leave a key or the we need to leave without cleaning for any reason, you could be charged 50% of your regular cleaning cost. This fee is necessary to cover the cost of us missing out financially on your clean. Most of our customers do entrust us with a key to their home, a responsibility we take very seriously.

925.482.4686

kindearthhomecleaning@gmail.com

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✓ **Access to your home**

We will make every effort to arrive at your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee an exact time. We require timely access to your home to perform the job. We will confirm/agree upon a specific time and be sure to communicate if we are running more than 5-10 minutes behind. Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing.

✓ **House Temperature**

So that we don't melt or freeze during our cleaning visit, please set your AC to 76 prior to our arrival or turn your heat on to a minimum of 66. We're happy to readjust the temperature per your written instructions when we leave.

✓ **Inclement Weather**

In event of poor weather conditions, we may need to skip or reschedule your clean in order to keep safe. We'll do our best to reschedule to the earliest available appointment.

✓ **Hygiene Products**

Please dispose of bodily fluid hygiene products appropriately. Please wrap up in paper/tissues and toss in a lined canister for easy disposal. We wear gloves to protect ourselves, but we will not be picking up any that maybe lying on the floor. (It's happened!)

✓ **Please Declutter Prior to our Arrival**

Please clear off countertops, tidy up any food mess, and put away any stray items that may be obstructing our access to the various areas of your home. This will ensure two important things. One, that we can focus on cleaning, rather than tidying up cluttered spaces. Two, that your house gets cleaned within the agreed-upon parameters of your pricing quote.

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✓ **Syringes**

Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container like a coffee can could be used to store used syringes and/or needles prior to disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.

✓ **Confidential and Illegal**

Substances and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning.

✓ **Damage or Breakage**

We make every effort to take the greatest care while in your home, but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. Damaged or broken items must be reported to us at Kind Earth Home Cleaning within 48 hours of service. Note: Kind Earth Home Cleaning is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (e.g., marble, granite, etc.) are assumed sealed and ready to be cleaned without causing harm.

✓ **Your satisfaction is our #1 Priority**

Therefore, we guarantee all of our cleaning services. Any necessary adjustments must be reported to us within 24 hours of the cleaning date for resolution.