

# Terms and Conditions

## Introduction

Crystal Cleaning Services reserves the right to amend these terms and conditions without prior notice. By requesting our services through any medium—including telephone, email, booking form, or direct conversation—you agree to be bound by these terms.

## Agreement Termination

There is no fixed term to this agreement. You may cancel your recurring or one-time cleaning service with at least 48 hours' notice before the scheduled booking. A cancellation or rescheduling fee of 50% of the scheduled service cost will apply if the notice is given less than 48 hours before the appointment. Crystal Cleaning Services reserves the right to cancel services at any time.

## Preparing Your Home

- Please ensure your home is ready for cleaning; additional hourly charges may apply if more time is needed due to the condition of the home.
- Inform all occupants of our arrival and ensure we have access to all areas to be cleaned.
- Notify our office if there are guests or unfamiliar individuals in the home during the cleaning.

## Bonding and Insurance

We provide professional cleaning services with bonded and insured personnel.

## Employee Conduct

Our employees will treat your home with respect and professionalism.

## Pets

Crystal Cleaning Services is not responsible for pets that escape during our visit. If your pet will be roaming free, please inform us beforehand to ensure our staff remains vigilant.

## Estimates and Quotes

- Estimates are based on the information provided by the client. If the home's condition differs from what was described, we may not complete the job within the quoted time, and additional charges may apply.

- If you request changes after receiving your estimate, additional charges may be applied, or a new estimate may be provided.

- We may decline a job if the required level of cleaning exceeds our capacity.

## Arrival Time

While we strive to accommodate AM or PM scheduling requests, we cannot guarantee specific arrival times.

## Payment Policy

Payment is due in full upon booking. We accept checks, cash, Visa/Mastercard, and bank transfers.

- A \$48 service charge will be added to all NSF checks.

- Declined cards or unpaid balances will incur a \$50 service charge or 15% interest, whichever is greater.

## Security Alarms

If your home has a security system, please ensure it is turned off or provide our office with the code and input sequence before the scheduled cleaning.

## Cancellations

Crystal Cleaning Services reserves the right to suspend or cancel bookings due to issues with access, utilities, or interference from other contractors. In such cases, the client is still liable for the full cost of the agreed service.

## Arrival Window

Our team will arrive within the scheduled arrival window. If you are not present or access is not arranged, the visit may be canceled or rescheduled, and a full payment will be required.

## **Children and Pets**

- For safety reasons, children should be supervised during our cleaning visits.
- If you have pets, please secure them or ensure they are not in areas where cleaning is being performed. We do not clean litter boxes or animal waste.

## **Quality Control**

We maintain quality control through home inspections and follow-up phone calls. A supervisor may be on-site with our staff, and we may contact you for feedback on our services.

## **Keys and Access**

Ensure our team has access to your home. Communicate any access instructions before the scheduled cleaning.

## **Photography**

We may take before and after photos of our work strictly for training, proof of performance, or promotional purposes. However, we do not take photos of personal items or intrude on clients' privacy. If you prefer not to have any photos taken, please inform us when scheduling your cleaning.

## **Modifying or Skipping Services**

-For recurring services, if you need to skip a scheduled cleaning, please provide at least 48 hours' notice. If less than 48 hours' notice is given, you will be charged the full service cost. Exceptions may be made for emergencies or illnesses at our discretion.

-If there are events like parties or gatherings that result in extra mess, the time needed to clean may increase. Additional time will be added to your service, and extra charges may apply.

-To ensure efficient and effective cleaning, we ask that you organize your home before our arrival. This includes putting away personal items, toys, and any other belongings that are not part of our cleaning duties.

-If the condition of the home becomes untidy over time, requiring us to spend extra time on tasks beyond our agreed-upon services, this may affect our ability to complete the cleaning within the scheduled timeframe. Additional charges may apply if extra time is needed.

## **Scheduling Other Service Providers**

To ensure safety and security, do not schedule other home service providers during our cleaning unless you are present. We are not responsible for re-cleaning if other service providers are present during our visit.

## **Cleaning Safety**

- Our staff cannot climb higher than a two-step ladder, move heavy objects, or handle hazardous materials.
- We do not clean homes with live infestations or excessive mold and mildew.
- Smoking is not permitted in the home during our visit.

## **Non-Solicitation of Employees**

By using our services, you agree not to solicit our staff for any home-related services. If you wish to hire one of our employees directly, please contact our office. A referral/training fee of \$2,500 per hired employee will apply.

## **Health and Safety**

The client must provide a safe environment for our employees. If the environment is deemed unsafe, we reserve the right to halt services without refund.

## **Parking**

If free public parking is not available within a one-block radius, the client is responsible for providing a parking space or covering any parking fees. Failure to provide parking may result in cancellation and a 50% fee.

## **Refunds**

As cleaning is a personalized service, refunds are not offered. However, we guarantee our work and will return to correct any issues at no additional cost. There are no refunds for gift certificates.

- For one-time, initial, or move-in/move-out cleanings, a non-refundable deposit is required to secure your booking. If you cancel with less than 48 hours' notice, the deposit will be forfeited.

## **Valuables**

Please secure any valuables before our arrival. We are not responsible for missing currency or unsecured valuables.

## **Accidents or Damaged Items**

The client is responsible for securing valuables, including cash, jewelry, and heirlooms. While our staff is trained to handle belongings with care, accidents may occur. Any damages caused by our staff must be reported within 24 hours of the service for investigation. We reserve the right to repair or replace damaged items. However, we are not liable for damages to items that were not properly secured by the client or for pre-existing damages. If we notice an item is already broken upon arrival, we will document it with a photo and inform the client immediately.

## **Extra Services**

If you require additional services, please notify us 48 hours in advance for scheduling and quoting.

## **Lifting and Climbing Restrictions**

For safety, our staff does not climb higher than a 3-foot ladder, move items heavier than 20 lbs, or clean floors on hands and knees (except bathroom floors). The client is responsible for moving large appliances if they want us to clean behind or under them.

## **In-Home Climate Control**

Service will not be performed in uncomfortable temperature conditions. If an appointment is canceled due to extreme temperatures, a full payment will be required.

## **Service Limitations**

Our staff does not handle hazardous materials, clean homes with infestations, or provide child/pet-related services. We also do not clean chandeliers, wash walls, clean exterior windows, or handle heavy lifting.

## **User Accounts**

When creating an account with us, you must provide accurate and current information. You are responsible for safeguarding your password and notifying us of any security breaches.

### **Price Adjustments**

We reserve the right to adjust rates as needed. You will be notified of any changes. If service is discontinued and later reinstated, a new rate may apply.

### **Equipment and Supplies**

We provide all necessary cleaning supplies and equipment. If you prefer specific products, please inform our office in advance.

### **Service Guarantee**

We guarantee our work. If you are not satisfied, please contact our office by 5:00 PM the day after your cleaning, and we will address the issue promptly.

### **Office Hours**

Our office operates Monday through Friday, 9:00 AM to 5:00 PM. After-hours voicemails will be returned on the next business day.

### **Feedback**

Any feedback you provide becomes the property of Crystal Cleaning Services, and we may use it without restriction.

### **Third-Party Links**

We are not responsible for the content or privacy practices of third-party websites linked from our site.

### **Termination**

We may terminate your account at any time without notice if these terms are breached. Upon termination, your right to use the service ceases immediately.

### **Dispute Resolution**

If you have any concerns, please contact us first to resolve the issue informally.

### **Privacy**

We take privacy seriously and will not share customer information with any outside sources.

## Contact Us

If you have any questions, you can contact us by:

- Email: [crystalcleaning85@hotmail.com](mailto:crystalcleaning85@hotmail.com)
- Phone: (416) 554-1397