



Cancellation Policy

Effective June 1, 2020

Due to the health and safety risks related to COVID-19 we are no longer requiring 48 hours' notice for cancellations related to illness. For requests regarding rescheduling, adding or removing tasks or rooms to be cleaned for the upcoming visit, adjusting the time of day the clean is completed, or cancellations related to other circumstances need to be received a minimum of 24 hours prior to our visit.

How to Cancel Due to Illness

Please call or email us before 7:00am of the day of your clean and let us know the symptoms you are experiencing and when they started. We will get in touch with you to discuss when the following visit will commence.

How to Cancel Due to Other Circumstances

Please call or email us as soon as possible or a minimum of 24 hours before the upcoming visit. The sooner the better so we can contact the clients that fall around your time slot and make the proper scheduling adjustments for the staff to follow without having a long wait time between cleans.

How to Make Schedule or File Changes

Please call or email us as soon as possible or a minimum of 24 hours before the upcoming visit. We may not be able to accommodate a change in the cleaning time without 4-7 business days notice, but we will do our best. Adjustments to your file can be completed immediately.

Cancellation Fee

Failure to provide adequate notice will result in a \$60.00 cancellation fee. Failure to notify us of any household members experiencing COVID-19 symptoms prior to our staff's arrival could result in the staff leaving without cleaning the home and the full cost of the clean being charged to you. Our staff has the right to leave the premise if clients are not following the guidelines in place.