



Cancellation Policy

Effective: June 13, 2022

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. Otherwise, your request may not be accommodated.

How to Cancel Due to Illness or Positive COVID-19 case

Please call or email us before 7:00am of the day of your clean. Households with a positive COVID-19 must cancel their clean for a minimum of 5 days from the last confirmed positive COVID-19 case residing in the home. The sooner we are contacted the better, so feel free to reach out if anyone is waiting for PCR testing results or has been in contact with a positive COVID-19 outside of the household and we can discuss the situation.

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 \$75.00 cancellation fee. Failure to notify us of any household members testing positive for COVID-19 prior to our staff's arrival will 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 they feel unsafe, harassed, or threatened at any time.