

TERMS OF SERVICE

RESIDENTIAL CLEANING



Acceptance of Terms

By booking and using our cleaning services, the client agrees to be bound by these Terms and Conditions. If you do not agree, please do not proceed with the booking.

Booking Confirmation

Booking a service online does not automatically guarantee your selected date and time. After submitting your request, you will be contacted by email or phone with a confirmation.

Deposits & Payments

- Every cleaning requires a non-refundable \$50 deposit to lock in your spot.
- We securely process your card information through compliant third-party providers—your details stay safe.
- There may be a pre-authorization on your card a day before service.
- The final payment is charged after the cleaning is completed.
- The balance is due on the day of service:
- Credit cards on file may be charged automatically.
- Cash can be paid at the time of service, as long as the deposit was made by credit card.
- Credit card processing fees may apply.

Cancellations & Rescheduling

- Cancel 24+ hours in advance: No penalty; deposit can apply to a rescheduled appointment within limits.
- Last-minute cancellations or lockouts: \$50 fee or full deposit, whichever is greater.
- Rescheduling limit: Up to four times per booking; beyond that, deposit is forfeited.
- Deposit: Non-refundable but may be applied to reschedules within the rules above.



contact@cleaniecrew.com



407-502-3368



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About the Team

Most jobs are solo cleaner assignments. We may assign more cleaners for large spaces. We aim for consistency but sometimes send different team members. All staff pass background and drug checks—professionalism and safety are non-negotiable.

Prep for Cleaning

Please clear floors, counters, and surfaces ahead of time so we can focus on cleaning. Want us to handle prep? Let us know—it adds to the service fee.

Parking

Please provide convenient parking for our cleaners. If free parking isn't available, any fees are billed to your account. No parking at all? Appointment is considered canceled and cancellation fees apply.

Add-On Services (Additional Fee)

- Extra Rooms (Office, Den, or Bonus Room)
- Interior Windows (Reachable Glass Only)
- Window Blinds – Wet Wipe
- Baseboards Detail Cleaning (Whole Home)
- Inside Oven Cleaning
- Inside Fridge Cleaning
- Eco-Friendly Green Products

Pets

Pets must be secured in a separate area while we clean. If a pet becomes aggressive or unsafe, service will end and cancellation charges apply.



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Fees & Adjustments

Pricing is an estimate. If additional time is needed, we'll contact you before proceeding. If we can't reach you, we may leave and charge the cancellation fee. Prices may change if your home, household, or service needs change.

No Refunds

All sales are final. If you're dissatisfied, tell us within 24 hours and we'll return once for a complimentary re-clean.

Recurring Service Discounts

Discounts begin after your second cleaning. If you skip a scheduled cleaning, rates and eligibility may adjust accordingly.

Rate Changes

Rates may increase up to 5% yearly, or more if your home undergoes major changes.

Utilities & Access

We need water and electricity active on cleaning day. If those aren't available, you will be charged the full fee for our time and travel. If there's air conditioning, please have it set to a comfortable temperature.

Alarm Systems

Please disable alarms or provide codes and instructions. If we're locked out by alarms, the cancellation policy applies.



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Using Your Vacuum

If you'd like us to use your own vacuum, we're happy to do so, but please note, we can't take responsibility if it gets damaged. If the vacuum is not working, we will skip vacuuming for that visit.

Cleaning Supplies

We come prepared with all the necessary cleaning products and tools. If you specifically request the use of your own products, any issues or damages caused by them are your responsibility.

Service Restrictions

Some things just aren't covered:

- We won't clean surfaces higher than a step stool can reach.
- Moving items heavier than 35 pounds
- No cleaning of flat-painted walls.
- Mold remediation is a job for specialists.
- We do not handle hoarding cleanup.
- Anything involving bodily fluids, blood, or waste is outside our scope.

Liability and Damages

- All claims for damage must be reported within 24 hours with photos.
- Cleanie Crew is only liable for accidental damage caused by our staff during service.
- Repairs or replacements will be made whenever possible, but exact replacements are not guaranteed.
- We are not responsible for:
 - Regular wear and tear.
 - Improperly installed fixtures or shelves.
 - Undisclosed fragile or valuable items (e.g., collectibles, unique art).



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Add-On Services / Additional Services

- Additional services or add-ons (e.g., interior windows, blinds, baseboards, oven, fridge, eco-friendly products) may be requested.
- Requests for additional services must be made at least 48 hours in advance. Charges for add-ons will be added to your final bill.
- Cleanie Crew reserves the right to decline last-minute add-on requests if scheduling or staffing does not allow.

Arrival Times

Appointments are scheduled in 9:00–10:00 am or 2:00–3:00 pm windows. Please allow a 1-hour arrival window for traffic or delays. We will notify you by phone or text if we are running late.

Holidays

The following days are observed holidays—no Cleanie Crew services will be available:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day

Severe Weather

If the weather's hazardous, hurricane, flood, or any event that closes local schools or government offices, your appointment will be postponed. Your safety and our team's safety come first, and we'll reschedule as soon as possible.



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Keys & Security

The safest bet is to use a lockbox for key exchange. We will return keys promptly after service. If a key's left in an unsecured place or the door is left unlocked, Cleanie Crew can't accept responsibility for any issues or loss.

Service may be refused or suspended if:

- Conditions are unsafe
- The environment is extremely cluttered or unsanitary
- There's inappropriate conduct from clients or others on site

Non-Solicitation

Clients are not allowed to hire Cleanie Crew employees directly or solicit our team members for outside projects.

Additional Fees

Travel or after-hours service requests may incur extra charges. This applies to locations outside our standard service area or appointments beyond regular work hours.

Governing Law

These Terms and Conditions fall under Florida law. Any disputes will be settled in the appropriate courts of Florida.

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