



PLEASE PRINT PAGE THREE  
AND LEAVE FOR YOUR CLEANER

## Residential Cleaning Confirmation

CLIENT: \_\_\_\_\_

PHONE NUMBER YOU CAN BE REACHED AT DURING CLEANING: \_\_\_\_\_

YOUR CLEANING IS SCHEDULED FOR: SELECT DATE RATE: SELECT RATE

TYPE OF CLEANING: GENERAL CLEANING, LIGHT CLEANING OF OUTSIDE SURFACES INCLUDING INSIDE OF MICROWAVE

ESTIMATED TIME: 6 HOURS

**ADDITIONAL TIME:**

You agreed to 1-2 additional hours

If needed, will call you first

**NO**, you do NOT want additional time \* When **NO** is checked, we do not guarantee all items will be completed

You are also scheduled for: SELECT TYPE Your regular cleaning rate will be: SELECT RATE

**WE HAVE ESTIMATED** the amount of time to clean your house based on the information provided.

Your cleaning may take more or less time depending on the condition of your house and the list of priorities. We cannot guarantee the cleaning will be done in the estimated (approximate) time.

**YOUR SATISFACTION is guaranteed if you agree to additional time if needed for the cleaner to do a quality job and priorities are clear on the checklist.**

**SERVICES WE DO NOT PROVIDE:** Outside windows, extensive wall washing, strip & re-wax floors, wet wash mini-blinds, shampoo carpets, climb high ladders, run self-cleaning ovens, remove human or animal waste (no litter box). We do not provide polishes for items such as furniture, floor, or silverware. Upon request, the cleaner will use products provided by the client with instructions on where to use them.

**EXCEPTIONALLY DIRTY CHARGE:** If location is found to be exceptionally dirty, and we choose to do the cleaning, there may be additional time needed at a higher hourly charge. Before cleaning starts, you will be able to decide to continue or cancel the cleaning. We reserve the right to refuse service based on condition or personal safety.

**PARKING: Must be provided or paid for by client**

Check here if additional instructions on back

## POLICIES REGARDING YOUR CLEANING:

**Cancellation and Lock Out:** There is a charge of \$50.00 for cancelling service with less than 48 hours notice, if a key is not left out as agreed, or someone is not there at the time arranged to let the cleaner in.

**Complaints:** If you are not satisfied with your cleaning and you agreed to additional time, please call the office within 48 hours of job completion so that we can promptly take care of the situation. We do not guarantee a satisfactory resolution if a complaint is received after that time.

**NOTE:** If you did not agree to extra time, we **DO NOT** guarantee that all items will be completed.

**Payment:** We Take Visa, MasterCard, or Discover credit and debit cards, money orders, and personal checks. **If you forget to leave a check, your credit card will be charged if a check is not received in the mail within 5 business days after your cleaning.**

**Charge:** We charge by the hour and the hourly rate is per cleaner providing service.

**Team of Two:** If a team of two is scheduled to clean, the hourly rate is double. The cleaning time needed is reduced by ½ so the total charge remains the same as if one person cleaned:

(Example: 2 cleaners for 2 hours = **4 total** cleaning hours **OR** 1 cleaner for 4 hours = **4 total** cleaning hours)

**Estimated Time:** When scheduling, you were given an “**estimated**” (**approximate**) time. This is an educated guess made after discussing details with you about the size and usage of your property. This is not a firm bid and your cleaning may take more or less time than was estimated.

**Additional Time:** It is important that you let us know if you are willing to allow for additional time.

**We do not guarantee that all requested cleaning can be completed if you do not agree to additional time over and above our estimate of time when needed. To authorize extra time, call the office, or arrange with your cleaner on site.**

**Refunds:** If the cleaning takes less than the time estimated, and you have paid by check, we will send you a refund of anything over the minimum time.

**Parking:** Clients are responsible for parking fees if unmetered parking is not available. The cleaner will submit a receipt along with their invoice and parking will added to the total amount.

**Reminder call:** The cleaner is instructed to call first time clients 2 days before the scheduled cleaning. If you do not receive this call or a message from the cleaner, please contact the office before your cleaning.

**Arrival Time:** We work very hard to schedule cleaning times that are convenient for our clients. Traffic in the Puget Sound area makes it difficult to guarantee a start time. Please give the cleaner a **30-minute window** from the scheduled time before you call the office.

**Tips:** A gratuity is not mandatory but is very much appreciated for work done well.

**PRIORITY CHECKLIST TO LEAVE FOR YOUR CLEANER**

**CHECK** the box on the items you want cleaned. Any items you do not check will **not** be cleaned.

**Number your priority for each item, 1 being most important. Items checked but given no priority will be left to the last and completed as time allows**

**Included in General and Detailed Cleaning:**

**Included only in Detailed Cleaning**

**Kitchen:**

- \_\_\_  Clean outside of cabinets
- \_\_\_  Clean outside and top of stove
- \_\_\_  Clean outside refrigerator
- \_\_\_  Clean inside and outside microwave
- \_\_\_  Clean outside dishwasher

**Bathrooms:**

- \_\_\_  Clean outside of cabinets
- \_\_\_  Clean mirrors
- \_\_\_  Sanitize and clean toilets inside and out
- \_\_\_  Clean and sanitize floors
- \_\_\_  Scrub tubs, showers, & doors
- \_\_\_  Sanitize all surfaces

**All Rooms:**

- \_\_\_  Wash floors
- \_\_\_  Vacuum carpets
- \_\_\_  Dust all surface
- \_\_\_  Polish furniture (*client provided polish*)
- \_\_\_  Remove cobwebs
- \_\_\_  Spot clean walls
- \_\_\_  Clean woodwork/doors/baseboards
- \_\_\_  Clean light switch & outlet covers
- \_\_\_  Dust & vacuum blinds
- \_\_\_  Clean outside of washer & dryer
- \_\_\_  Clean & dust windowsills

**Kitchen:**

- \_\_\_  Clean inside refrigerator
- \_\_\_  Clean inside dishwasher
- \_\_\_  Clean inside of washer & dryer
- \_\_\_  Clean oven *Self-cleaning ovens run by client prior*
- \_\_\_  Clean inside of all cabinets
- \_\_\_  Wipe out all empty closets/built-ins
- \_\_\_  Clean under appliances
- We do not assume responsibility for damage to floors if appliances are not on rollers or difficult to move.*
- \_\_\_  Clean around windows/sliding door tracks
- \_\_\_  Clean light fixtures
- \_\_\_  Clean out fireplace (provide bags for ashes)
- \_\_\_  Wash reachable inside windows

**Additional notes for the cleaner:**

**When cleaning is completed**, please sign below to indicate you have reviewed our cleaning policies and are satisfied with the cleaning done:

\_\_\_\_\_  
Client Signature



**\*\* A gratuity is not required, but is appreciated for a job well done\*\***