



Edge Green Cleaning

Client Completion of Services:

1. **Confirmation:** Agreeing to an estimate confirms the order.
2. **Delays/Cancellations:** Services may be delayed or cancelled due to weather emergencies or staff illness.
3. **Rescheduling/Cancelling:**
 - Provide 48-hour notice when possible.
 - One short notice (under 24 hours) cancellation allowed per year without fees. After that allowance, cancellations with less than 24 hr. notice are charged a full cleaning.
 - \$30 travel fee if agent arrives due to insufficient notice.
4. **Service Changes:**
 - 48-hour notice required for additions or removals.
 - Changes may not be accommodated on the day of service.
 - No bill adjustments for on-site removals.
5. **Site Access:**
 - Agents enter only on scheduled days unless directed by client.
 - Homes should be locked prior to agent arrival.
 - Agents lock up upon completion. If you request your home to be left unlocked or a key to be hidden outside, a written request with instructions is required.
6. **Key/Code Access:**
 - Keys are securely managed at the main office then assigned to your agent.
 - Door codes and keys are stored separately from client information.
7. **Holidays/Vacations:**

- Office will contact clients about holiday schedules.
- Notify office of upcoming vacations.

8. Damages:

- Should you have a concern that damages occurred, report within 24 hours.
- Edge will review and provide a damage report and when appropriate, offer a resolution. (This does not mean that Edge is agreeing that damages occurred by our team).
- Clients have 3 days to respond to resolution agreement.

9. Fees / Payments:

- Initial cleaning fees are charged on the first visit on general clean items.
- Credit card on file required.
 1. Adding your card for a deposit authorizes Edge to use this card for ongoing cleanings.
 2. Charges will be applied to the card after the cleaning is completed and the manager has approved the sale.
 3. A receipt will be sent to the client.
- 50% deposit for first cleaning to be scheduled.
- Charges processed after service completion.
- Frequency discounts valid for 12 months.

10. Feedback:

- All feedback is welcome and used for improvement.
- Google reviews appreciated. If you do not use Google, you can send a review to be used on our website.