



Customer Guidelines

Thank you for choosing Maids on a Mission! Below are the guidelines we ask our clients to abide by. These guidelines have been put in place in order to provide a safe environment for our employees and set clear expectations with our clients so that we can continue to make your home sparkle for years to come!

Initial Cleaning Estimate:

We take many variables into account when we give an initial cleaning estimate but due to it being given over the phone, our cleaning technicians will let us know if extra time is needed to perform our full scope of service in your home. Maids on a Mission will call you after approximately 50% of the cleaning has been accomplished and let you know if the home will require extra time due to things like higher dirt level than anticipated, high number of knick knacks/trinkets, etc. You will then have the option to approve the extra time or provide us with a priority list of items to be cleaned during the last half of the service. Maids on a Mission will never charge your card for any extra time without consent.

How to prepare for your cleaning:

In order for us to be able to provide the highest quality cleaning possible, we would just ask for you to do a couple things to prepare for our arrival. Please put away anything that would inhibit us from cleaning certain areas, such as loose papers, dog toys, children's toys, etc. Please make sure all dishes are put away so that we are able to thoroughly clean your kitchen. Less clutter throughout the home will make us more effective and efficient.

Extreme clutter:

We define extreme clutter as any surface that is 50% or more covered. In these areas, our cleaners will clean around the items as much as possible and not under them to avoid breaking or damaging items and spending excessive time.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.

Working in the home:

If for any reason a cleaning tech of Maids on a Mission feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be charged for the full cost of the service.

If you do not want a particular room cleaned, please close the door to that room. Our cleaners are instructed not to clean rooms with a closed door. You may always contact the office to discuss any exceptions to this policy.

Cleaning Products

Maids on a Mission uses eco-friendly products that do not stain or warp any surfaces. To further enhance the safety of you, your family, pets and our cleaners.

Smoking:

If you smoke in your home, we would just ask that you refrain from smoking inside the home while the cleaning technicians are there. Thank you so much for your understanding!

Home Environment (utilities, etc.):

Electricity and running water are required for all cleanings. Additionally, during the summer months, air conditioning must be turned on. The temperature inside the home should not exceed 76 degrees while the technicians are cleaning.

BIO-HAZARD:

Our cleaning technicians' safety and health is of the utmost importance to us, so we ask for you to let us know if there are any potential bio-hazard situations. These can include mold, rodent or bug infestations of any kind, or human or pet urination or feces.

If there is a rodent or bug infestation of any kind, our cleaners will not be able to service your home and you will be charged 50% of the total cost of the service. Follow-up service cannot be performed until documentation is presented showing the situation has been resolved.

If there is human and/or pet feces, urine or vomit, our cleaners will not clean those areas. The only exception would be if it is in the toilet.

Safety:

Our number one concern is for the safety of our clients and our cleaning technicians. Maids on a Mission is insured and bonded and cannot perform any hand cleaning higher than a two step ladder. Any heavy (25 or more pounds) or large furniture must be moved away from the walls in order to clean behind them. Our cleaning techs will not move heavy/large furniture, in order to prevent damage and remain safe.

Time of service:

It is very difficult to commit to an exact arrival time. We service homes between the hours of 8:00 a.m. and 5:00 p.m. and will strive to be at your home at the agreed to start time. Please allow us up to 30 minutes beyond the agreed to start time to arrive due to circumstances beyond our control.

Entry to your home:

1. *The client may opt to be home to allow access to their home the day of the service.* Please prepare for your cleaner to arrive. If no one is home or our cleaners are turned away for any reason, you will be charged half the service price for that day.

2. *The client provides a garage door opener or code to gain access to the home.* In the event the code given is not correct and cleaners cannot gain access to the home the client is responsible for the lock out and a cancellation fee of half the price of that day's service will be charged to your credit card on file.
3. *The client can purchase a lock box to place a key inside and provide Maids on a Mission with the pass code.* If, for any reason, the key is not in the lock box or the code does not work when the cleaners arrive to clean the home; the client is responsible for the lock out and a cancellation fee of half the price of that day's service will be charged to your credit card on file.

100% of all cancellation fees are paid to the cleaner or cleaners who could not gain entry into your home so that they do not lose out on income.

NOTE: In the event the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, Maids on a Mission will not be held liable for any damages or theft to the client's home.

Home alarm systems:

Maids on a Mission will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Schedule changes, cancellation of service:

In the event that you reschedule, skip, add or cancel your service, we require a 48 business hour notice. Without a 48 business hour notice you will be charged 25% of your cleaning. Cancellations on the same day of service will incur a charge at 50% of the rate of service. All cancellations must be made through our office either via text message to (210)988-0288 or email to: info@maidsonamissionus.com. Cancellations with less than 48 business hour's notice do not allow for us to fill the cleaning technician's schedule with another job.

All cancellation fees are paid 100% to the cleaning technician(s) and NOT THE COMPANY so that they do not lose out on income and earn a living wage. Minimal skips or cancellations help our company avoid employee turnover and allow us to continue to send the same cleaning technician for your weekly or biweekly cleaning.

Cancellations due to COVID

If you, or anyone in your home, feels they may be infected, have tested positive or knowingly been in contact with someone who has COVID, please contact our office immediately and any cancellation fees will be waived. You may call or text (210)988-0288.

NOTE: All cancellations or skips (whether COVID related or not) will also cause the rate for your next cleaning to increase to the next level as it will most likely require extra time to get the home caught back up [example - if you are serviced weekly and you skip a service, you will be charged the bi-weekly rate for your next cleaning, if you are serviced bi-weekly and you skip a service you will pay the monthly rate for your next cleaning. If you are serviced monthly (every 4 weeks) and you skip a service, you will pay an additional 50% of your current rate. If our cleaner does not need additional time to catch the home up after a skip or cancellation, no additional charges will be incurred by you.

Reminders - you will receive an email reminder 5 days prior to your appointment and a text message reminder 3 days prior to your appointment. Please take a moment to “Confirm” your appointment when you receive these reminders.

Payment:

Maids on a Mission accepts payments with credit cards and checks. We do require a credit card be on file in your secure online portal. Your payment will be due on the day of the clean after your service has been completed. If payment is not made within 24 hours of the service being completed, your credit card will be charged.

For first time cleanings, your card will be charged a 50% deposit to reserve your appointment day and time. This deposit is non-refundable within 48 business hours of your scheduled cleaning. Any change or cancellation inside of the 48 business hour window will forfeit this deposit. This deposit goes directly to the cleaners and **NOT** the company as with less than 48 business hours notice, it is extremely difficult to fill the cleaner(s) schedule with another job. The balance due will be invoiced upon completion of the cleaning and payment is due within 24 hours. If payment is not received within 24 hours of completion of the service, your card will be charged.

Tipping the cleaning technician is never required but always appreciated. Thank you in advance if you choose to do so. Tips are accepted using the following methods: Cash can be given directly to the cleaner(s), you may add a tip to your invoice and pay by credit card.

Price increases:

Maids on a Mission reserves the right to raise prices at any time after your initial 120 days.

Quality Control:

Maids on a Mission wants your feedback! If you are not satisfied with your service, please contact our office within 24 hours to schedule a reclean of the areas missed. We also do random quality checks in your home by a quality control manager to make sure you are receiving consistently fantastic service! All quality checks take place during the final phase of cleaning.

Pets:

We love our clients' pets! But for their own safety and the safety of our cleaning technicians, please put your large, skittish or aggressive pets in a secure area of the home, outside or in the garage (weather permitting). Our cleaning technicians cannot clean animal excrement of any kind in order to prevent cross contamination. We will need to use your vacuum to clean up cat litter.

Breakage:

It can happen when you least expect it, but we try to avoid it! Please make sure that we are aware of the booby traps in your home; i.e., the wobbly leg on the end table, pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

Curio cabinets, figurines, glassware and items of extreme value or sentimental value should be cleaned by the client (we do not clean inside curio cabinets). If an item is broken by one of our cleaning techs, Maids on a Mission will pay up to \$100 per item or replacement cost when value is verifiable. The client needs to save broken item for Maids on a Mission to inspect.

Damage:

Client should notify Maids on a Mission as to areas in their home that may be damaged (cracked mirrors, unstable ceiling fans, etc.) prior to our arrival. We reserve the right to not clean said items. If items are not cleaned, this will be noted on the checklist.

Non-Solicitation of employees:

We invest a lot of time and money in hiring and training our employees. Please do not ask our cleaners to work for you on the side. The employees themselves are not bonded or insured if they choose to do work outside of our company. Let us be the employer as we have everything in place to protect you, the homeowner. It's the only way our small business can survive. If you do engage in a working relationship directly with any employee of Maids on a Mission other than during the course of service through Maids on a Mission, the customer understands that they will pay a \$2,500 training fee to Maids on a Mission. Maids on a Mission will take any and all legal action to enforce this policy.

Our guarantee:

We want you to be absolutely delighted with the cleaning service! Report any concerns to our office at 210.988.0288 or to info@maidsonamissionus.com within 24 hours after the service. We will return and re-clean the area(s) of concern at no cost to you.