

# Cozy Cabin's Cleaning Policy 2026

## Contact Information

*Cozy Cabin Cleaners* can be contacted by phone during normal business hours, Monday-Friday, 8:00 am to 5:00 pm. Additionally, voice messages can be left on this number at any time. You can also email us and expect a response within 24 hours. To ensure that all your needs are considered, please address all requests and changes directly to [hello@cozycabincleaners.ca](mailto:hello@cozycabincleaners.ca) or call at **403-253-2648**.

## Services Provided

We will perform the agreed cleaning tasks at the agreed upon rate. Please note that we provide you with an estimate before we start to clean. If the amount of time needed to clean your home differs significantly from the estimate, then an adjustment of the price will be necessary. Also, if the conditions in your home change (for example additional pets or people living in your home), a price or service revision may be necessary.

## Add-On Services

We are happy to provide you with additional services not included in the original quotation. These should be requested prior to the day of the cleaning so we are prepared for special tasks and you have been made aware of a possible price increase on that day.

## Rate Changes

*Cozy Cabin Cleaners* reserves the right to re-evaluate the rates at any time to allow for increases in business-related costs and general inflation. You will be notified of any rate changes at least 14 days in advance.

## Payment Policy & Automatic Payment Authorization Disclaimer

All accounts with *Cozy Cabin Cleaners* are required to have a valid credit card on file. We accept the following forms of payment:

Cash: Please leave the exact amount in a sealed envelope on the kitchen counter.

Cheque: Make cheques payable to COZY CABIN CLEANERS and leave in a sealed envelope on the kitchen counter.

E-transfer: Instructions for e-transfer payments can be found on your invoice.

Automatic Clearing House: Option to pay by ACH will be found on your invoice.

Credit Card: A transaction fee will apply for all credit card payments.

All invoices are due within 7 days of the service date. If payment has not been received within 7 days, you authorize *Cozy Cabin Cleaners* to automatically charge the credit card on file for the full invoiced amount, including any applicable transaction fees.

By using our services and providing your payment information, you acknowledge and agree to this payment policy and authorize automatic charges in accordance with the terms above.

### **Fuel and Environmental Fee Surcharge**

A fee of \$7.50 will be applied to every invoice as a Fuel and Environmental Surcharge.

### **Equipment and Supplies**

We provide our own cleaning supplies and equipment, with the exception of a toilet brush, for sanitary purposes. We use fresh, clean cloths when we start to work in your home. If we agree to use your equipment or supplies, we will be happy to do so, but we cannot be held liable for breakage.

### **24 Hour Quality Guarantee**

*Cozy Cabin Cleaners* guarantees that you will be 100% satisfied with our services, however, lapses and misunderstandings inevitably occur. Please notify us within 24 hours of your cleaning if you are displeased with our service. Though we do not offer refunds, we are happy to return to correct the situation in a timely manner without additional charge. In addition, any suggestions that you may have to help us improve the quality of service are very much welcomed and appreciated.

### **Quality Control**

We want to earn a PERFECT 10 in quality and customer service. With that in mind, you will receive calls/texts or emails after some of your cleanings. Please let us know how we performed. Constructive criticism refines us. We want to provide you the best service! When asked, kindly please accept our request for a review on Google review.

### **Arrival Times**

*Cozy Cabin Cleaners* strives to arrive promptly at the scheduled time of service. However, we reserve the right to arrive up to 60 minutes after this time. We will call you if we are running more than 15 minutes late. If arrival time has not been preplanned, our cleaners may enter the location anytime within our operating hours.

### **Parking**

Our cleaners will need a space to park their car. In most cases, they can park either on your driveway or on the street. However, if your place is in an apartment building and/or on a busy street where no parking is allowed or there are parking restrictions, please let us know if there is a visitor parking spot for our cleaners' car. If our cleaners must park in a Pay Parking, you will get charged with the parking fee.

### **Access**

Ninety percent of our clients leave a key or access code to their home with our office, and we take extreme measures to protect each key and access code to your home or office.

Clients must call the *Cozy Cabin Cleaners* office to arrange to pick up their key in person. For your safety, we do not return keys by mail.

If you decide not to issue a key to *Cozy Cabin Cleaners* and no one will be home during the cleaning, you may choose to leave a door unlocked or place a spare key in a secured place for the cleaners to gain access to your home. In this case, you release *Cozy Cabin Cleaners* of any liability that may arise from any damages or theft to your home as we cannot guarantee that we are the only ones who will have access to your home that day.

In order to keep our prices as low as possible, it is important for us to have uninterrupted access to the areas of your home that we will be cleaning. If we are subject to specific issues that affect our ability to perform our work in a timely manner, we reserve the right to charge for extra time spent in your home. We also advise that you pick up toys, clothing or other items before we arrive so the time we spend in your home can be as efficient as possible.

### **Alarm System and Security**

If your home has a security system, please provide us with instructions on how to disarm the system.

Security and safety of your home is a major concern at *Cozy Cabin Cleaners* and our employees are sensitive to security and access procedures. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. Please do not rely on us to let in workmen during the time we are in your home.

### **Pets**

Your pets are members of your family, and we respect that. However, if your pet is afraid of vacuums, is territorial or aggressive, and will not allow us to do our work, we may suggest that they be placed in areas that we are not working in (ie. garage, kennel,

etc.). We will not pick up pet droppings. This includes cleaning litter boxes and dog kennels.

### **Breakage / Damage**

We are insured and we take great care when cleaning your home, however, accidents can happen. If you notice breakage/damage, note that you must notify us immediately, so that we may take the appropriate action. Items of extreme value (monetary or sentimental) should be noted and dusted or cleaned by the client. Antiques, irreplaceable one-of-a-kind and hard-to-find items are not covered by our breakage and loss policy. We suggest that such items be moved to a safe location on the day of your cleaning. We cannot be responsible for breakage of items which are unstable or in an unstable environment. All surfaces are assumed sealed and ready to be cleaned without causing harm.

### **Release of Liability**

Should you decide you would like us to clean items of monetary or sentimental value, items within curio cabinets, etc., vacuuming of furniture, or ask us to use the client's products and equipment, the following will apply:

Client hereby releases *Cozy Cabin Cleaners* from all liability arising out of cleaning these item(s), and the client understands that he/she is completely responsible for repairing or replacing any damaged item(s), even if an employee of *Cozy Cabin Cleaners* may have caused the need for repair or replacement.

### **Safety**

- For the protection of our client's items and surfaces, as well as the safety of our workers, we do not move large appliances or items of furniture that are unreasonably heavy.
- We clean what is reachable by a two-step ladder and an extension pole.
- To further protect our clients' personal belongings and prevent damage to our equipment, we do not vacuum under furniture such as beds or couches where visibility is limited.
- For our safety and the safety of all our clients, please notify us by telephone at least 24 hours prior to scheduled service of any infectious diseases that occur in your household. Cozy Cabin Cleaners reserves the right to cancel and re-schedule in such circumstances.
- Every effort is made to work safely and cautiously, but we cannot assume liability for the safety of others, including children and pets.
- All firearms in a client's home must be stored and locked.

## **Hoarding and Extreme Cleaning Situations**

*Cozy Cabin Cleaners* does not provide extreme cleaning services due to hoarding or post-hoarding situations. These types of cleaning services require specialty products and cleaning procedures to handle significant build up and potential biohazards. We recommend seeking out an extreme cleaning specialist instead who are properly trained and equipped to handle such situations. In the event a client books our services and fails to disclose the extreme condition of the home (furnished or unfurnished), *Cozy Cabin Cleaners* reserves the right to refuse service on site. In such cases, as we reserved substantial time for the client and turned away other appointments, the client will remain liable for 100% of the cost of the non-performed service they originally booked.

## **Weather**

*Cozy Cabin Cleaners* will be closed for business when severe weather conditions prevent safe road travel. We will call you to try to reschedule for another day.

## **Holidays / Vacation**

*Cozy Cabin Cleaners* is open for business during most national holidays. If your scheduled clean falls on a holiday that we are closed, we will contact you and do our best to reschedule your clean on one of our next available days. If no suitable alternative date is available, the effected clean will be skipped and our cleaners will arrive on your next scheduled clean.

## **Cancellation of Appointment / Lock-Out**

You may reschedule, add, skip or cancel any of your cleanings. If, for any reason, you need to change your scheduled appointment, please give us a full 48 hours notice. Once we take a reservation, we hold that time slot open for you and turn away other potential clients in order to ensure your appointment. In the event of a cancellation of less than 48 hours of notice will result in 50% invoicing of the cost of cleaning agreement. In the event of a cancellation of less than 24 hours of notice will result in 100% invoicing of the cost of cleaning agreement. 100% invoicing also applies to visits aborted by our staff when unable to gain access to your home due to being locked out, or if, for any reason, a staff member feels that his/her personal safety is endangered enough to cause him/her to leave the job site due to actions by the client, guests, or pets on the premises. The client will remain liable for the full cost of the non-performed service.

## **Late Fees / Returned Cheques**

A \$25.00 non-payment fee will be incurred if payment is not made in full within 7 days from the date of invoice, and a \$25.00 fee is applied to all returned cheques if made

good within three days of notification. Cheques not made good within three days are subject to a fee of up to three times the amount of the cheque.

### **Termination**

Either party may terminate this agreement at any time by giving to the other party no fewer than 14 days oral or written notice.

### **Photos and Social Media**

In any service industry, it is important to display our work, and we will from time to time, take discreet photos to publish on our website and social media accounts. Such photos will not contain any personal or identifying details of our client's homes.

### **Confidentiality**

*Cozy Cabin Cleaners recognizes and acknowledges that this agreement creates a confidential relationship between Cozy Cabin Cleaners and the Client and that information concerning the Client's business affairs, customers, vendors, finances, properties, methods of operation and other such information, whether written, oral, or otherwise, is confidential Information. Cozy Cabin Cleaners agrees that it will not, at any time, during or after the term of this Agreement disclose any confidential information to any person.*

*\* Continued use of our service indicates agreement with these Policies and Terms of Service.*