



**Francy Maids LLC – Customer Agreement**  
*Cleaning with Heart since 2018*

Thank you for choosing Francy Maids!

Our mission is to care for your home with the same love and attention we'd give our own.

These guidelines help us provide consistent, high-quality service for every visit while supporting our team and ensuring your experience is always positive.

---

**1. Phone Estimates**

We value your time and want to provide the most accurate estimate possible. When booking, please share honest and detailed information about your home. This helps us plan properly since we don't usually see the space before your first cleaning.

If we find that your home requires more time than expected, we'll notify you immediately. You can choose to extend our visit at our current hourly rate or prioritize certain areas. Any extra charges will only occur with your approval.

Please ensure you're available by phone or email during your appointment in case we need to reach you.

---

**2. Scheduling & Arrival**

We strive to serve every customer on time, but exact appointment times aren't always possible.

- First appointment of the day: 8:30 AM – 9:00 AM
- Afternoon appointments: 11:00 AM – 2:00 PM

Arrival times may shift slightly due to traffic, route changes, or previous cleanings running longer than expected. We'll always aim to arrive as soon as possible within your window and keep you informed of any delays.

**Climate Control**

Please ensure the temperature inside your home is set to a comfortable level before we arrive. Our cleaning technicians cannot work in environments that are too hot or too cold, as this can be physically uncomfortable and potentially hazardous.

---



### **3. Changing or Canceling an Appointment**

We understand that life happens! If you need to make a change, please notify us at least 48 business hours before your appointment so we can adjust our schedule.

- Changes made with less than 48 hours' notice will incur a fee of 50% of the service cost.
- Same-day changes or if we cannot access your home will be billed at the full rate.

This policy helps us keep our team's schedule and income steady while ensuring we are here for you whenever needed.

---

### **4. Rescheduling Policy**

We encourage you to keep your regular cleaning schedule so your home stays in top condition. If you need to reschedule, please let us know as soon as possible.

- If more time is needed on your next visit due to the gap, a skip fee of \$35 will be added.
  - Rescheduling requests made within 48 hours of the appointment are treated as cancellations and follow the cancellation policy.
  - If you reschedule within the same week of your original cleaning date (within 7 days), no extra charges will apply.
- 

### **5. Home Access**

You are welcome to be home during cleaning, or you can provide a secure way for us to enter—such as a door code, lockbox, or leaving a key in a safe place. If we cannot access your home, the visit will be billed as scheduled, since our team has set aside that time for you.

---

### **6. Getting Your Home Ready**

A little preparation helps us focus on the detailed cleaning you hired us for. Picking up items from the floor and clearing surfaces before we arrive allows us to spend more time making everything sparkle.

If you have special requests, please let our office know ahead of time so we can plan for them.

---



## **7. Our Furry Friends**

We love pets! To keep everyone safe and stress-free, please keep pets in a separate area while we work. We do not handle pet waste, but we will always greet them with kindness and care.

---

## **8. Safety, What We Cannot Do & Blinds/Shutters**

Our team works with safety in mind. We do not move heavy furniture, climb ladders over two steps, or clean hazardous materials like mold or animal/human waste. Some stains or build-up may require more than one visit to improve.

### **Blinds/Shutters**

We do offer slat-by-slat blind cleaning. Dusting may not be enough to make blinds or shutters completely clean, especially if dust has accumulated over time. Wet wiping of blinds requires additional time and cost, and must be requested in advance for our team to perform it.

Please allow for some dust resettlement after we leave. While we try to limit dust in the air, it cannot be completely prevented. We cannot be held liable for blinds or shutters that have dry rot, sun damage, or are not installed properly.

---

## **9. Valuables & Fragile Items**

We handle your home with great care. To be extra safe, we recommend storing delicate or sentimental items before your cleaning.

Accidents do happen. If we are responsible for damages to your home or items in your home, we will notify you as soon as possible on the day of the cleaning. We make every attempt to repair, replace, or pay for any items that we have damaged.

We will not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, or items not properly secured (e.g., heavy pictures hanging from thumbtacks, not anchored properly to walls).

All surfaces (e.g., marble, granite, hardwood floors, etc.) are assumed to be sealed and ready to be cleaned without causing harm or damage when common cleaners are used.

If something unexpected happens, we will work with you toward a fair solution.

---



## **10. Payment**

Payment is due on the day of service. We accept credit cards, Zelle, or Venmo. All information is kept secure.

---

## **11. A Little Extra Thanks**

Tips are never expected but always appreciated by our hardworking team. You can leave cash, or add it electronically to your payment.

---

## **12. Our Promise to You**

If something is not quite right, please notify us within 24 hours. We will happily return to make it right—because your happiness matters to us.

With every visit, we promise to bring our values of trust, excellence, and heart into your home.

---

## **13. Non-Solicitation of Employees**

Francy Maids invests significant time and resources in hiring and training our team. To maintain the quality of service, clients may not hire our employees directly for private work for 24 months following the end of their employment.

A breach of this policy will result in a \$5,000 finder's fee if a client hires a technician independently. Thank you for helping us maintain our success by respecting this policy.

---

## **14. Photography**

We may take before and after photos during initial or move-in/move-out cleanings, and occasionally during recurring appointments if your home is not in its usual condition.

Photos help us ensure satisfaction, monitor quality, and train our team. We never photograph personal items such as family photos or jewelry. If you do not wish photos to be taken, please notify our office and sign a waiver. Please note that our satisfaction guarantee may not apply if we cannot document cleaning progress.

---



### **15. Social Media Photos**

With your permission, we may post before and after photos on social media or our website. No personal items or identifying information will be included. If you do not wish photos to be taken, please notify us before your cleaning appointment.

---

### **16. Quality Control and Client Feedback**

Your feedback is vital. We encourage you to report any issues promptly and give us your feedback after each cleaning. Open communication ensures consistency and helps our team provide the best service possible.

---

### **17. Price Increases**

Our rates may change over time, but we will always provide advance notice. If your home's needs or conditions change, a rate adjustment may be necessary. Resuming services after a pause may result in a new rate.

---

### **18. Confidentiality**

This Agreement creates a confidential relationship. We will not disclose any personal or private information about your home or operations during or after this Agreement. Employees are bound by the same confidentiality terms.

Clients may opt out of allowing reviews or private feedback to be used as testimonials for Francy Maids marketing purposes.

---

### **19. Cancellation of Recurring Services**

We understand circumstances can change. To cancel recurring services, please contact our office.

Francy Maids does not require a contract, so you may cancel at any time. Once we receive your request, we will confirm the cancellation and any applicable fees or refunds.

Cancellation requests made within 48 hours of a scheduled appointment will incur a cancellation fee, which will be added to your next cleaning.



---

Thank you for reviewing our customer guidelines. We hope they provide a clear understanding of our services and policies. If you have any questions or concerns, please contact our office.

We value your business and aim to make every experience with Francy Maids exceptional.