

Terms & Conditions

Satisfaction Guarantee

If you're not completely satisfied, contact us within 12 hours and we'll make it right. Depending on the situation, we may offer a complimentary touch-up or a discount toward your next service — at The Clean Crew's discretion. To qualify, the concern must be documented and reported within 12 hours of your clean and we must be allowed to return and clean the area within one week or less. Please note: The Satisfaction Guarantee does **not** apply to *Flexi clean packages* and *areas not in your included in your estimate*, as completion depends on the time allotted and we will focus on your priorities unless otherwise formally communicated.

Zero Tolerance Policy

The Clean Crew has a zero-tolerance policy for abuse, harassment, and violence in the workplace. All employees, contractors, clients, and visitors are expected to treat one another with respect and professionalism.

Prohibited Conduct

The following types of conduct are considered abuse and will not be tolerated:

Verbal abuse: Yelling, threatening, making insults, or using derogatory language.

Harassment: Repeatedly criticizing, undermining, or demeaning a person; making offensive jokes or comments based on a person's gender, race, religion, or other protected grounds.

Threats: Verbal, written, or electronic threats of violence or harm against another person or their property.

Physical abuse: Unwelcome physical contact, such as patting, pinching, or unwanted touching.

Bullying: Spreading rumours, cyberbullying, socially excluding someone, or tampering with their belongings or work equipment.

Abuse of authority: Misusing a position of authority to intimidate, threaten, or punish an employee unfairly, such as by arbitrarily changing work guidelines or restricting information.

Intimidation: Making aggressive or rude gestures, or engaging in stalking behaviour.

Cancellations:

We understand plans change — just give us **at least 24 hours' notice** to avoid a **\$30 cancellation fee**.

Email: info@thecleancrew.ca Attention: Reschedule or Cancel

Text: (519)279-6828 "Reschedule" or "Cancel"

Arrival Times:

Traffic and schedules can vary, so we provide a **30-minute arrival window** around your estimated time. If you require a specific time, please let us know in advance and we'll do our best to accommodate.

Home Access: We offer flexible options for entry

You may be home to let us in.

Provide a keypad/alarm code and instructions.

Leave a designated door unlocked.

Supply a key for us to hold securely. *

*Keys are coded with no address, stored in a locked key box, and may be duplicated securely for operational purposes. All keys are returned upon request. To avoid delays, please ensure any access instructions or keys are provided **at least 24 hours before your scheduled service or at the time of booking: approving your first cleaning date.**

Tipping & Reviews:

Tips and reviews are never required, but they make our day! If you would like to leave a tip, please set it out along with a clear note (e.g. *"Tip – thank you! To The Clean Crew"*) to prevent any mix-ups.

Payment Methods & Overdue Accounts:

Payment is **due the same day of service**.

Accepted methods of payment:

E-transfer to payments@thecleancrew.ca

Credit card (2.99% processing fee applies)

Cash is not accepted unless under a special approved agreement.

A credit card must be kept on file and will only be charged if payment isn't received within 48 hours. *We will send you a request to store this information privately in your customer account. With this feature only the approved amount on your estimate can be charged.

Overdue invoices: First, will incur a fee of \$20.00 after a 48 hours grace period. Second, after 48 hours unpaid invoices will incur an additional fee of 1.5% weekly until paid in full.

Clients with one outstanding invoices will have services paused until the account is up to date.

Service Frequencies:

We offer weekly, bi-weekly, every 4 weeks, or seasonal (every 3 months) cleans.

Liability & Safety:

The Clean Crew is insured and bonded.

If pre-existing wear or damage is found, we will document and communicate it right away.

We're not responsible for issues caused by normal wear, faulty materials or improper installation. We care for and maintain our supplies and equipment. We will note when your supplies and equipment needs restocking and/or maintenance if we are requested to use your household items, i.e. vacuum bags, hoses, brooms, duster, etc.

Deep Clean Service Agreement

Booking & Deposit

A **50% non-refundable deposit is required** to secure your deep clean date. **Your booking is not confirmed until the deposit is received.**

The remaining 50% balance is due the same day of service, immediately upon completion.

Payment Methods & Overdue Accounts

Final payment is due upon arrival to the job.

Accepted methods of payment:

A. E-transfer to payments@thecleancrew.ca

B. Credit card (2.99% processing fee applies)

Cash is not accepted unless under a special approved agreement.

A credit card must be kept on file and will only be charged if payment isn't received within 48 hours. *We will send you a request to store this information privately in your customer account. With this feature only the approved amount on your estimate can be charged.

Overdue invoices: First, will incur a fee of \$20.00 after a 48 hour grace period. Second, after 48 hours unpaid invoices will incur an additional fee of 1.5% weekly until paid in full.

Cancellations & Rescheduling

Deposits are non-refundable but may be transferred once if you reschedule at least 72 hours in advance.

Changes or cancellations within 72 hours of your booking result in the loss of deposit.

Email: info@thecleancrew.ca Attention: Reschedule or Cancel

Text: (519)279-6828 "Reschedule" or "Cancel"

Access to Property

Access instructions or key arrangements must be provided **at least 24 hours before service**.

Acceptable access methods include keypad codes, keys left in a designated area, or the client being present.

If the team cannot access the property upon arrival, a **lockout fee of \$75** will apply.

Service Scope

Deep cleans include all areas outlined in your quote.

Any add-ons or additional work will be quoted and approved before proceeding.