

# Preparing For Our Arrival

An **essential guide** for our upcoming visit



Thank you for choosing Let Us Clean! We are excited to provide you with a top-quality cleaning experience. To ensure the best results and a smooth service, please take a moment to review the following guidelines.

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## Entry To Your Home

**Gate Access & Security:** If you live in a gated community, or have restricted access, please notify the gate attendant in advance of our arrival or provide us with an access code.

**Key Or Code Entry:** If we need a key or code to enter, please ensure it is provided before the scheduled cleaning time. You may leave specific entry instructions.

**Alarm Systems:** If your home has a security system, please disarm it or provide us with a temporary access code.

**Lock-Out Fee:** If the cleaner is unable to enter the property within 15 minutes of arrival (locked door, wrong gate code, etc), the client will be charged 50% of the quote.



## Preparing Your Space

**Declutter Surfaces:** While we are happy to clean all areas, please ensure personal items, important documents, and valuables are put away to allow for efficient cleaning. **Surfaces that are 75% cluttered will unfortunately not be able to be cleaned.**

**Dishes & Laundry:** We do not provide dish-washing or laundry services. In order for the kitchen sink to be cleaned, disinfected, and polished, the kitchen sink must be empty, or with minimal pre-rinsed dishes (IE; empty coffee cups, rinsed out cereal bowls). Please ensure laundry has been picked up off the floor to ensure we can vacuum as much of the space as possible.

**Special Requests:** If you have any specific requests (avoiding certain rooms or using particular cleaning products) please let us know in advance. If you wish to have the laundry room cleaned, please specify. This may be subject to additional charges.

## Pets & Children:

- We adore your pets! In most cases, you will hear us talking to your pets and telling them what good pets they are. However, if your pet presents as a safety risk or is an interruption to cleaning we will ask that they are kept in a separate space during cleaning. We reserve the right to leave the site if necessary and you will be charged 100% of your service fee. This includes excessive barking, aggressive behavior, or insufferable jumping.
- If children will be home during the cleaning, please ensure they are supervised and avoid freshly cleaned floors to prevent slips and falls.

## Parking & Cleaning Access:

**Water & Electricity:** Please ensure access to running water and electricity within the property itself, as they are essential to the cleaning process and our equipment.

**Parking:** If parking is limited in your area, please reserve a nearby spot or provide instructions on where parking may be available. Please know we bring all of our own supplies, a loading/unloading space is always helpful if nearby parking is not available.



## Health & Safety Precautions

**Illness Policy:** If anyone in the home is feeling unwell, please let us know in advance to reschedule. In return, if your cleaner is under the weather, we will have to reschedule your cleaning and will provide a discount for the inconvenience. Please see cancellation policy for more details.

**Strong Fragrances & Allergies:** If anyone in the home has sensitivity to scents or chemicals, please notify us before your service so we can adjust our products accordingly. Your comfort is our #1 priority,

## Services We Do Not Provide:

- To avoid any confusion, we **do not** offer: organizing services, exterior window cleaning, heavy lifting, upholstery cleaning, and exterior home cleaning.

## Cancellation/Rescheduling Policy

We understand that life can sometimes take unexpected turns, and you may need to cancel your appointment. If you need to cancel your appointment more than 72 hours before your scheduled cleaning, we are more than happy to reschedule for a day that is more convenient for you. In case you have to cancel your appointment within 48 hours, we do need to charge a modest fee of \$25. If you must cancel within 24 hours, we must charge a fee of \$50. This is to partially cover the cost of reserving your time slot and to compensate our cleaning professional who have set aside time for your service. If an unforeseen circumstance causes you to cancel on the day of the cleaning, we will charge 50% of the estimated booking quote. This is because our cleaners have already allocated their day to serve you and it is challenging for them to fill that time slot at such short notice.

We apply these same charges to ourselves. If we have to cancel/reschedule you within 48 hours, we will discount your cleaning \$25, if we must cancel/reschedule within 24 hours, we will discount your cleaning \$50, and so on as applied above.

Confirmations are sent out the week prior to your appointment.

## Add-On Services

- **Oven Cleaning: \$75** Deep clean interior along with grates.
- **Fridge Cleaning: \$50** Interior deep clean.
- **Baseboards Cleaning: \$50** Scrub and wet wipe all baseboards.
- **Bed Making: \$10 per bed** Please ensure clean sheets are available.
- **Laundry Room Cleaning: Individually Priced** This applies to small rooms used only for laundry. Please inquire at time of booking on your needs.
- **Rain-X Shower Door Repellent:\$65** This treatment is for glass shower doors only. Helps repel water and avoid tough to manage spotting.

For any questions, please send us an email [letuscleanmn@gmail.com](mailto:letuscleanmn@gmail.com). Thank you once again for inviting us to your home and giving our small business a try! Your comfort and satisfaction mean everything to us and we can't thank you enough for the opportunity. We look forward to serving you!

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For any questions, please send us an email [letuscleanmn@gmail.com](mailto:letuscleanmn@gmail.com). Thank you once again for inviting us to your home and giving our small business a try! Your comfort and satisfaction mean everything to us and we can't thank you enough for the opportunity. We look forward to serving you!