



# Karen's Kleaning, Inc.

## Client Policy Letter

Thank you for choosing Karen's Kleaning! We appreciate your business. In order to maintain a professional and consistent level of service, we request that you please read the following information about our policies and procedures, and contact the office if you have any questions, comments or concerns.

### Payment Policies

- We require a credit card on file to reserve all cleaning appointments.
- We require all payments "day of service" unless prior/special arrangements have been made.
- We prefer payment by check, although we also accept payment by credit card.
- **Any** changes to your payment method must be agreed on and changed by the office.

#### **If paying by check:**

- We require that the check include your client number and be on the kitchen counter upon arrival of our crews.
- If the crew does not receive a check, we will contact you to make alternate payment arrangements. If we do not hear back from you within 24 hours, the credit card on file will automatically be run for the full amount of cleaning.
- If the service cost exceeds the check amount, the remaining balance will automatically be run on your credit card (unless prior arrangements have been made).
- We charge a \$25 processing fee for all returned checks.

#### **If paying by credit card:**

- The full amount of the service will be run on the credit card within 5 days of the cleaning.

### Karen's Kleaning Prices are Based on Total Labor

Karen's Kleaning prices are based on the total amount of labor required to complete the service that you have requested. Additional charges above the initial estimate may accrue if additional labor is required to complete the service, or if you request additional services at the time of your appointment. All additional charges must be authorized by both the client and the office. Please note that the total amount of labor includes time spent gaining entry to the job site, unloading equipment, communicating with the client, and communicating with Karen's Kleaning management.

## **Karen's Kleaning Crews**

We generally send 2-person crews to job sites. Occasionally we will send 1-person, 3-person or even 4- person crews. The duration of the appointment depends on the size of the crew, but because the total labor is not affected by crew size, the price does not change. Please contact the office if you prefer to be notified if and when we have assigned anything other the standard 2-person crew to the job site. Otherwise we will assume you do not have a preference.

Please be aware that Karen's Kleaning crews may talk on their cell phones to communicate with management while at the jobsite. Crews may occasionally ask to use the landline at the jobsite if their cell phones are not working.

On occasion, our crews may need to take a rest or meal break while at the jobsite. Our policy is that our crews may remain on the jobsite property, but not eat inside the home or office. They may also choose to leave the property.

## **Late Cancellation Policy & Scheduling Information**

We require at least 24 hours notice if you need to cancel or reschedule your appointment. Because we are closed on weekends, Monday appointments must be cancelled or rescheduled by noon of the previous Friday. **In order to avoid being charged a late cancellation fee, please cancel or reschedule your appointment in time.** The cancellation fee is equal to the full price of your cleaning, and will be automatically charged to your credit card, unless you have made other payment arrangements. Please note that the late cancellation fee also applies if the appointment must be cancelled or rescheduled because the crew is unable to gain entry to the job site due to client error.

We will notify you of your appointment time at least 48 hours in advance. We schedule appointments in one-hour windows of arrival. Please contact the office if you require a more precise arrival time, and we will do our best to accommodate you.

Our hours of operation are Monday through Friday 8:00 am – 5:00 pm. We are closed on the following holidays: New Year's Day, Fourth of July, Thanksgiving, and Christmas. If your appointment falls on one of these holidays, we will reschedule the appointment and notify you of your new time. Please contact us ahead of time if you have special holiday scheduling requests.

## **Special Requests & Substitutions**

Any additional requests, services or product substitutions may be subject to an additional fee.

## **Communication**

To ensure the best possible service, please do not leave notes or give any special instructions or service changes to our crews. All information regarding your cleaning service must be communicated directly to the office so that the information is not lost or misunderstood. When possible, please refer to your client number when contacting us.

## Guaranteed Satisfaction

Karen's Kleaning guarantees all of our work. If you are unsatisfied with the performance of the crew or the quality of the work, YOU MUST INFORM THE OFFICE WITHIN 24 HOURS. Please let us know as soon as possible so that we can arrange for a crew to fix the job.

## Cleaning Equipment & Products

Karen's Kleaning crews will supply all necessary cleaning equipment and products. We offer standard cleaning products or certified Green Kleaning products.

Standard Kleaning Products	Green Kleaning Products
Glass & Multi-Surface Cleaner	Green Glass & Multi-Surface Cleaner*
Degreaser	Green All-purpose Floor & Surface Cleaner*
Bleach & Water Solution	Green Restroom Cleaner*
Floor Cleaner (Murphy Oil Soap or Bona)	Green Cleaner/Degreaser*
Furniture Polish	Green Stainless Steel Cleaner*
Non-abrasive Bathroom Cleaner	*Green-Seal certified, EcoLogo certified, or SCS Certified for Biodegradability
Cleansing Powder	
Stainless Steel Cleaner (if applicable)	<b>Other</b>
Spray Oven Cleaner (if applicable)	Microfiber Dusting Cloths
Heavy Duty Bathroom Cleaner (if applicable)	Dish Soap (for Window Cleaning)

If you have signed up for maintenance service, a complimentary toilet brush will be left at your house, so that the crews can use it each time they come. It will be left in the bathroom closest to the front door. If you prefer to have your toilet brush stored in a different location, *please let the office know.*

Please follow the instructions listed below if you would like to take advantage of the following optional services, which are included in any basic or deluxe cleaning.

<b>Optional Service</b>	<b>Client Responsibility</b>
Trash liners replaced	Leave new liners on kitchen counter or in respective trash cans
Bed linens changed	Leave clean linens out on respective beds
Patios swept	Leave broom out on patio/balcony

Thanks for choosing Karen's Kleaning! Please do not hesitate to call our office with any questions concerning these policies. We look forward to providing you with the best cleaning service Santa Barbara has to offer!

Sincerely,  
*The Staff at Karen's Kleaning*