



# Our Services at a glance

## Rates

Regular maintenance cleanings have a set rate determined specifically for your home based on the job size, surface types, detail needs, frequency and expected preparation level. One-time and as-needed jobs are billed by an hourly rate. Please contact us for a quote for your specific cleaning needs.

## Supplies

Carpe Diem Cleaning provides all of the supplies necessary for standard cleaning within your home. We use a commercial-grade upright vacuum cleaner for carpeting and a Miele canister vacuum (with a Hepa filter and specialized wood floor attachment) for other vacuuming needs. Each team arrives with professionally sanitized cleaning cloths and a specialized mop that utilizes a fresh mop head for each home. Our cleaning products have been chosen for their effectiveness and the long-term care of your home. We do accommodate specific product requests provided by the homeowner- due to the liability and training precautions, please address any specific product needs at your consultation.

## Teams

For regularly scheduled maintenance cleanings, we value team consistency and reliability to best meet the needs of your home. Highly trained Team Leaders with extensive experience with Carpe Diem Cleaning first direct the cleaning process according to your home's specific needs then inspect all work. One or two Team Associates work with each Team Leader. While your team will usually remain consistent, we do incorporate planned cross-training within teams for maximum consistency to accommodate an event of absence or schedule shift.

Carpe Diem Cleaning provides highly competitive compensation in order to attract and keep the best team members in the industry. As such, gratuity is neither expected nor standard, although can be given at your discretion for exceptional service or holidays.

## Assurance

Carpe Diem Cleaning is fully insured with bonding, liability insurance, and worker's compensation. You do not have to make any special insurance provisions to utilize our services. We are vigilant with our hiring and training processes to acquire and retain only the most trustworthy, competent, and friendly team members to clean your home. We value your trust and peace of mind!

## Special Requests

Some seasonal cleaning needs are not effectively addressed with the regular schedule. For items not included in the maintenance routine- typically areas like the inside of the refrigerator, or window seals, as well as any areas of special focus for a specific cleaning- should be communicated with the office through email, web submission, or phone. For special requests requiring more time, the additional job needs will be included in the work order and your invoice.

## Satisfaction

Our priority is to provide services that consistently best meet the specific needs of your home. Our commitment to communication- from the initial in-home consultation to ongoing attention to your feedback- is what enables us to keep our client relationships strong for a long-term basis. Please contact our office or visit our website to share any feedback regarding your services. For feedback requiring timely attention, please contact our office within one business day of your cleaning.

A bit of preparation on the part of the client maximizes our services for the surfaces of your home. While Carpe Diem Cleaning will straighten items for the purpose of accessing underlying surfaces, each home's organizational system varies. When straightening is needed, we will put items into neat piles in the general vicinity of their found location. Please communicate any preparation preferences at your home's consultation.

## Scheduling and Lock Outs

Scheduling is determined by team availability, home location, and client preferences. Our regular maintenance clients are on a recurring 1, 2 or 4 week schedule. New work and one time jobs are accommodated based on additional team capacity.

We understand that schedule issues can arise, so we offer flexibility to change or cancel a regularly scheduled appointment up to 48 business hours prior to the scheduled time (although more advance notification increases that flexibility!). Non-emergency cancellations made within 48 business hours of the scheduled cleaning are subject to a fee of half of the scheduled cleaning rate. Please notify us if your cancellation is due to contagious illnesses, a death or another rare and non-preventable cause.

Similarly because of the high costs involved, we must charge half of the scheduled cleaning rate if we are unable to clean a home due to a lock-out issue. In the event of a lock-out that can be rescheduled for the same day, the charge reduces to a \$25 lock-out fee only.

## Payment

To reserve a schedule slot, a current credit card is kept on file for each client account. With your permission, your Discover, Visa, or MasterCard can be charged automatically after each cleaning for your convenience. If you would prefer to pay by check, payments are due at each cleaning with a 7 day grace period for you to send it to our office. If checks are your chosen primary payment method, your credit card would only be charged for balances 30 days past due, along with a \$20 late payment fee. Invoices are emailed after each cleaning for your records and monthly statements review the history of invoices and payments.

## Home Access

For optimal convenience and security, we prefer to have a copy of your house key. Keys are kept secured on our premises and given to the Team Leader for the day of the scheduled cleaning, minimizing the exposure of your key within our company. Please review any specific alarm information at your consultation.

## Pets

We make every effort to minimize disruption to your pet during the cleaning process. With your permission, we can give your provided treats to your pet to help create a positive experience while the team is in your home. If your pet has escape or aggression tendencies, we ask that you please secure them for the day of the cleaning. While we cannot be responsible for escaped pets, doors are opened as minimally as possible and never propped open.

