



Client Guidelines

Welcome to MaidThis!

We are excited to support you in maintaining a clean, healthy, and organized home. Our team is excited to help you **Reclaim Your Calm**, one visit at a time.

This document outlines the policies, procedures, and expectations associated with your scheduled cleaning service. It includes important information regarding what is included in our services, how to prepare your home, safety protocols, payment policies, and service limitations.

Please review the following guidelines in full. This ensures mutual understanding and allows us to deliver consistent, high-quality service in a safe and respectful environment.

If you have any questions or need clarification, we encourage you to contact our office prior to your clean.

How to Prepare for Your Cleaning

To help us provide the best possible service, we kindly ask that you:

- Pick up anything that would prevent us from cleaning certain areas (loose papers, toys, clothing, etc.)
- Ensure dishes are put away so we can clean all kitchen surfaces
- Make your vacuum accessible if you'd prefer we use yours (see "Vacuum Policy")
- Put away any sensitive items

Man Hours vs. Clock Hours

For hourly services, we charge by **man hours** :

- 1 tech for 8 hours = 8 man hours
- 2 techs for 4 hours each = 8 man hours

There are typically one to three cleaners assigned to a job depending on the size of your space and the type of clean being performed.

Pricing Estimates

We base our price estimates on the size and reported condition of your home. If we arrive and find that the actual condition requires significantly more time or effort than originally discussed, we'll pause work and contact you to review and approve any necessary price adjustments before proceeding. Two homes of the same size can differ greatly in cleaning time depending on factors like cleanliness and clutter.

Working in the Home

To work efficiently and safely, our technicians need a distraction-free environment. We are not responsible for the safety of children, pets, or others in the home during cleaning.

Disruptions may cause tasks to be skipped or additional time being needed, additional charges will apply for extra time.

Safety

Our top priority is the safety of your home and our team. Please note:

- Technicians may use their own small step stool for light reach as needed. We do not use ladders or climb on furniture. Extension dusters are used for added reach; however, areas that remain out of reach will not be included in the cleaning.
- Heavy furniture and appliances will not be moved to clean under or behind
- Cluttered areas may be skipped unless arrangements are made in advance, this includes spaces where surfaces or floors are blocked or inaccessible
- Technicians cannot clean any kind of animal feces to prevent cross-contamination
- In the case of inclement weather, our office monitors road conditions and will communicate any schedule adjustments or cancellations with you as soon as is reasonable. Every effort will be made to provide service.
- If a technician feels unsafe due to people, pets, extreme temperatures, weapons, or hazardous conditions, they may leave the home. In these cases, full payment is still required.

Biohazards

We cannot clean if there is visible mold, infestation, or human/pet waste present. If found, the appointment will be canceled and billed in full.

Follow-up service requires documentation that the issue has been resolved.

Parking Availability

If parking is limited or requires a permit, loading zone access, or specific instructions, please let us know in advance. In areas where paid parking is necessary, MaidThis reserves the right to include parking costs in the service total.

Time of Service

Each appointment includes a one-hour arrival window to allow for travel and schedule variations. If our team expects to arrive outside of that window, we'll contact you promptly by call or text to let you know.

Entry to Your Home

Choose one of the following entry options:

- Be home to allow access, or arrange for someone else (e.g., front desk staff, neighbor) to allow access
- Provide a door code, along with clear instructions on how to unlock and lock the door
- Use a lockbox, and provide the code to our office
- Leave the door unlocked/hide a key, please note, MaidThis will not be held liable for any damages or theft if these methods are used

If we cannot access your home due to incorrect codes, missing keys, or locked doors, you will be charged 50% of the service cost. MaidThis is not liable for any tampering with or use of lockboxes or their contents when our technicians are not on-site. We do not retain residential keys, remotes, or other access devices.

Home Alarm Systems

Please notify us of any alarm changes prior to your appointment. We are not responsible for false alarm charges due to incorrect or outdated codes.

Schedule Changes / Cancellations

When you book a cleaning, that time is reserved exclusively for you. Our team schedules carefully and often turns down other clients to hold your spot. Late cancellations or missed appointments mean our staff loses valuable work hours, and we're unable to fill that time on short notice. For this reason, cancellation fees help offset the cost of lost time and ensure we can continue to provide reliable service to all clients. Therefore, we charge the below late cancellation fees:

- 48+ hour notice = no charge
- Less than 48 hours = 25% of scheduled cost
- Same-day cancellations = 50% of scheduled cost

All changes must be made through our office.

Payment

- A valid credit card is required to keep your cleaning appointment reserved.
- Your card will not be charged until after the cleaning service is completed.
- MaidThis only accepts credit card payments for service charges.
- Tips for our technicians are always appreciated, and may be given directly to your technician:
 - In cash, or
 - Through any personal payment app they accept (e.g., Venmo, Cash App, etc.).

Price Increases

Clients will be given advance notice of any price increases on recurring services.

Vacuum Policy

Our technicians bring their own professional vacuums to every appointment. If you prefer we use your vacuum, please let us know before your scheduled cleaning.

Clients who request use of their own vacuum accept responsibility for its performance and condition.

Breakage

Our staff are trained to report any breakage immediately. If something is damaged, we'll contact you to resolve the issue promptly and fairly.

We do not accept liability for pre-existing damage, insecurely mounted décor, or improperly installed items.

Damage

Please inform us of any known surface damage before your appointment. Damaged areas may be skipped to prevent further issues.

Photography & Video Use

Photos or videos may be taken for staff training or promotional purposes. No identifying details or locations will be used publicly. If you would prefer we do not take any photos, please let us know in writing.

Left behind items during move-out cleans

During move-out cleanings, any household items or personal effects left behind (such as food, paper products, toiletries, or other small belongings) will be considered abandoned and will be disposed of by our team.

If you prefer that no items be removed or discarded, please notify our office before your scheduled cleaning so we can make a note on your service order.

Non-Solicitation of Employees

If you choose to hire a MaidThis cleaner directly outside of our service agreement, a \$1,500 placement fee will apply. This fee helps cover the substantial costs involved in recruiting, screening, and retaining qualified cleaning professionals. We invest time and resources to find and support reliable team members, thank you for respecting that commitment and our service agreements.

What's Included in Your Clean

Our technicians follow a detailed cleaning checklist to ensure thoroughness, quality, and consistency at every visit. Please review the checklist that corresponds to the service level you selected to see exactly what's included in your clean.

What Our Cleaning Terms Mean

- **Dust** - Use a dry extension duster or dry microfiber rag to remove dust
- **Wipe** - Clean using a microfiber rag and multipurpose or glass cleaner
- **Scrub** - Use a brush or drill with attachments to remove buildup
- **Disinfect** - Clean with Lysol spray and a microfiber rag to kill germs
- **Mop** – Mop floors with a slightly wet mop

Our Guarantee

We want you to be absolutely delighted with the cleaning service! Report any concerns

Your satisfaction matters to us. If you're not happy with any area we cleaned, let us know within 24 hours with photos, and we'll send a team member back to fix it at no charge. Refunds are not offered for completed services, but in rare cases where a re-clean isn't possible, we may offer a credit toward a future cleaning.

Consent to Updated Terms

These client guidelines may be modified or updated by MaidThis at any time. Any changes will be communicated to you in writing (via email or another documented method).

By continuing to use our services after receiving notice of an update, you are agreeing to the revised term.

If you do not agree with the changes, you must notify us in writing and discontinue service. Continued use of services after updates are shared will be considered full acceptance of the updated guidelines.

Checklist Acknowledgment

Please review the attached cleaning checklist that will be used by your technician during each visit. If there are any questions, if you'd like to request tasks outside of the checklist, or have any tasks skipped, please contact us **before your scheduled cleaning**.

Requests for additional tasks may result in additional time or charges.