



NEWSLETTER

POLICY UPDATES*

We at Jeannie's Cleaning would like to thank our clients for an awesome year. We appreciate you and we look forward to your continued business! As our company continues its growth, new policies must be implemented and communicated to prevent any misunderstanding. Please read our updated policies below.

All business is done through Jeannie Witte and not the staff. It is against policy to suggest, solicit or entertain any unscheduled business with Jeannie's Cleaning workers. All workers have signed a Non-solicitation provision preventing workers from accepting any work outside of Jeannie's Cleaning. All workers have signed a Non-compete provision prevent workers from competing with Jeannie's Cleaning business during or after employment.

Office Hours and *Cleaning Hours

Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Cleaning hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

**Saturdays can be requested as well; just mention at the time of scheduling*

Jeannie's Cleaning observes the following holidays:

- Thanksgiving Day
- Christmas Eve
- Christmas Day

If a routine cleaning falls on one of the holidays above, we will contact you in advance to reschedule. For all other holidays not listed, Jeannie's Cleaning will be open and hard at work.

***BY ACCEPTING OUR SERVICES YOU AGREE TO OUR POLICIES**

Estimated Arrival Time

We will discuss an arrival window with you when scheduling your cleaning. We require a 4 hour window of arrival.

Entry to Your Home or Office

Our preference is to have a code and/or key to your home or office. If you wish to be present during the cleaning, please note that we require a 4-hour window of arrival.

Payment Policy

Clients pay at time of service. Jeannie's Cleaning accepts the following payment methods: cash, credit, or check. Note: \$50 fee for all returned checks.

Additional Charges

An additional fee of \$50 per hour, per team member may be charged if we exceed the time generally allotted to clean your home or business. For example, if you have recently hosted an event at your home or office and now it requires additional cleaning time to get it back to a spotless state.

Coupons and Discounts

Jeannie's Cleaning honors coupons and discounts for *new clients or during special promotions only*. If cost is a concern, please call our office to discuss a budget for your cleaning.

Late Payment

Payment is due at time of service cash, check or money order. There is a \$35 charge for payments received more than seven days after the date of service.

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Your Cleaning is Guaranteed

We guarantee all the cleaning we provide in the time allotted. If we did not clean an area properly, please contact us within 24 hours after your cleaning. We will make every attempt to resolve your issue.

Cancellations/Rescheduling: 72 Business Hours Notice Required

We require at least 72 business hours notice in advance of your appointment to cancel or reschedule your appointment without penalty. Business hours are 8am to 5pm on Monday through Friday. "Business hours" do not include days we are not in the office (holidays, Saturdays, and Sundays). **Cancellations/reschedules made less than 72 business hours notice before your scheduled appointment will be charged for the full amount of service.**

NOTE: For example, if you are scheduled for Monday at 8am, you would need to cancel/reschedule by no later than the prior Wednesday at 8am.

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