



JEANNIE'S CLEANING POLICIES*

We at Jeannie's Cleaning 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 that prevents them from accepting any work outside of Jeannie's Cleaning and/or competing with Jeannie's Cleaning business during or after employment.

It is also against company policy for our employees and or clients to exchange ANY contact information. If you every need to contact someone, please use one of the following company numbers:

Jeannie's Cleaning, LLC

859-750-6618 mobile

To Speak to Someone, Call

Asia, Office Manager

606-402-0955 mobile

Business Texting Line ☆

Our business texting line is the best form of communication as it allows our office manager to respond as well: **859-594-7976**

Office Hours & *Cleaning Hours

Office hours: • Monday - Friday, 8AM to 5PM

Cleaning hours: • Monday - Friday, 8AM to 5PM
• *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, we will be open and hard at work.

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 \$60 per hour, per team member, may be charged if we exceed the time generally allotted to clean your home or business. For example, this could occur 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. Keep in mind there could be an additional charge for removal of Pet hair/feces, etc

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.

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, 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 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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