

1. Vacuum all carpeted areas that are to be cleaned the day before your scheduled service.
2. Move furniture or any other articles with value and/or breakable items to a safe area prior to our technicians arriving. We will not move any furniture unless asked to do so, but please note there will be an additional fee.
3. Our technicians are scheduled to arrive upon windows, so the options are –
 - a. Morning Service allows our technician to arrive upon a three-hour window between 9:00am and Noon.
 - b. Afternoon Service allows our technician to arrive upon a three-hour window between Noon and 5:00pm.
4. If we arrive on property and the unit is not ready for our technician, please note there will be a trip charge. We ask for at least a 24-hour notice to cancel and/or reschedule a cleaning.
5. If the areas with carpet that are to be serviced are not as vacant as possible, we will ask you to reschedule. So please pick up any rubbish or articles of clothing that may be left out.
6. If the resident has a pet/pet(s) they are solely responsible for ensuring that the animal is put up securely and will not interfere with the technician. We are not responsible for any pet loss or pet damage.