



**Swenson's**  
Cleaning Services

### **FREQUENT QUESTIONS:**

#### **How I tip the cleaning team?**

Swenson's cleaning crew members do not expect tips. However, our team members are permitted to accept tips should you choose to leave a tip as recognition for exceptional cleaning service.

#### **Does Swenson's cleaning team members speak English?**

We are a non-discriminating employer and have a diverse, multi-cultural staff. Good communication is important to us. Thus, we ask our clients to call the office and relay any notes or requests, and we will disseminate the information to the teams. All our teams are in touch with the office via cell phone throughout the work day allowing our office to call a team and relay a message for you even while they are working in your home or office. Just let us know.

#### **Should I do anything to prepare for my home or office cleaning service?**

You can help us provide exceptional cleaning service by following these steps:

- If you pick up and tidy all rooms before we arrive, then we can dedicate our time to cleaning, rather than to straightening up. Because we charge for the amount of time our maids spend cleaning your home, it will be more cost-effective if you do the straightening up before we arrive. (Tidying the house before our arrival also prevents us from putting stray objects in the wrong location. Thus, you will never have to hunt for the remote control).
- Place fresh linens on the beds if you would like us to strip the sheets and remake the bed with clean linens.
- Hang picture frames and mirrors on sturdy wall hook appropriate for the weight of the hanging item. Also, inspect the hanging wire and replace if deteriorated. Place bumper guards on the backside corners of wall hangings to keep the wall paint from getting scratched.
- Place felt padding on the feet of furniture pieces that on hardwood floors to avoid scratching the floor when we move the furniture to clean underneath.
- Check and repair loose or broken items, such as towel racks, toilet paper holders, microwave and refrigerator handles, glass shelves, and so on.



**Swenson's**  
Cleaning Services

## **CLEANING SERVICE AGREEMENT**

### **Method of payment**

We accept the following methods of payment: Zelle, Venmo, cash, check and credit card, debit (Visa, MasterCard, American Express, and Discover).  
Our rate is \$50 per man-hour. We work in teams of two Professional Housecleaners.

### **Late cancellations:**

Please call our office no later than 24 hours in advance of your cleaning service to cancel. You may reschedule or cancel any appointment 24 hours in advance for FREE. However, there is a \$15 fee 2-24 hours before job starts; inside of 2 hours the full booking amount is charged.

Keep in mind our professional house cleaners are paid based on the scheduled houses we clean daily, last-minute cancellation equals less income for the teams. Frequent cancellations may prompt a price increase, losing your slot on the schedule, or losing your prepared cleaning team.

### **Late payment:**

Payment is due at the time of the cleaning service. There is a \$35 returned check fee regardless of the reason.

### **Additional charges**

If there is a gap of five or more weeks between cleanings, we reserve the right to impose an additional \$35 to \$50 fee. This also applies when your home needs extra cleaning after events such as parties and construction work.

### **Cleaning hours**

Swenson's Cleaning operates Monday through Friday from 8am to 6 pm.  
Saturday service is limited and available upon request.  
Cleaning times vary depending on our schedule for the day.

Our office is closed and there will be no cleanings scheduled on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day and Friday after Thanksgiving

Christmas Day

**Note:** Swenson's Cleaning does work on many federal holidays. You can expect our arrival if your cleaning date falls on a holiday other than those listed above.

**Estimated arrival time:**

We cannot guarantee an exact time of arrival. We do our best to honor your request, however, all arrival times are approximate and subject according to our daily cleaning schedule. If your home is the day's first cleaning, expect us between 8-8:30 am.

**Entry to your home or office:**

For recurring maid or janitorial cleaning service, we prefer to have a key to your home or office or be able to obtain a key from your building's reception desk. If you prefer to be present during the cleaning, please remember that we require a four to five-hour window of arrival. For all other cleaning services, we will make arrangements for entry with you based upon our arrival window.

**Swenson's Cleaning Services Pledge - Get to know our 24-hour satisfaction guaranteed policy.**

You've heard it before – the 100% satisfaction guarantee. So, what does it mean, you ask? It's simple. Should you have a concern with the cleaning service you have received, we will work with you to make it right.

Simply reach out to us within 24 hours of your cleaning and provide us with details of what was not cleaned to your expectations. and we'll resolve the issue at no extra cost. We will schedule a re-cleaning appointment and we'll resolve the issue at no extra cost to you on the following business day. Our team will return to your home and address the areas of concern.

**\*Note: This is not a contract for services but rather an acknowledgment that you have read and understood our policy.**