



# CLOVER CLEANING SERVICES

## Customer Policies

The purpose of our Customer Policies is to eliminate any surprises or questions to help create a long and happy relationship. Please contact us at [info@clovercleaningmn.com](mailto:info@clovercleaningmn.com) with any questions.

### OUR POLICIES

**Cancellations/Rescheduling:** You can cancel or reschedule your cleaning service up to 24 hours before the start time of your appointment through the appointment's confirmation email, the Clover Member portal, emailing [info@clovercleaningmn.com](mailto:info@clovercleaningmn.com), or calling/texting 952-239-2197. Unless under extenuating or extreme circumstances, you will be responsible for 75% of the cost of the cleaning appointment for last minute cancellations.

**Service Offerings:** Standard or routine house cleaning services are listed on the Residential Cleaning Overview document. Anything outside of that list is considered a 'Deep Clean' service and may incur an additional charge.

**Payment:** You have the option to pay online via the paylink included in your invoice. This gives you the option to pay via credit card or Paypal. We also accept cash or checks. Checks should be made payable to Clover Cleaning Services.

**Supplies and Equipment:** We will supply all needed cleaning supplies and equipment to clean your home. However, we will use your cleaning supplies or equipment if that is your preference.

**Pets:** Our cleaners are pet friendly. Please provide any needed information about your pet(s) while booking your appointment; pet's name, where they will be, and specific guidelines regarding your pet.

**Quality Assurance:** We are committed to providing high-quality service. If our service does not meet your standards, or there are any concerns or issues we are here to listen. Please inform us of your pain points so we can make things right. Mistakes happen; we aim to be accountable, make things right, and implement changes to become better. Contact us at [info@clovercleaningmn.com](mailto:info@clovercleaningmn.com).

**Lockouts:** Any fee will be waived for the first lockout mishap. On the second occurrence a cleaner is unable to access your home as instructed and/or is locked out of the home, you will be responsible for 75% of the cost of the cleaning appointment.

**Damage and Breakage:** Accidents happen. Should any damage or breakage occur, please report the incident within 48 hours of your cleaning appointment. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. We require that any incidents be reported within 72 hours of your cleaning appointment.

**Inclement Weather:** If there is severe weather leading up to, or during your cleaning appointment, our cleaners may not be able to safely drive to/from your home. Under inclement weather circumstances, we will contact you as soon as possible to reschedule your appointment.

**Hours and Holidays:** Our regular office hours are Monday-Friday, 8 AM - 5 PM, although you are always welcome to contact us anytime at [info@clovercleaningmn.com](mailto:info@clovercleaningmn.com) or 952-239-2197. Phone calls may not always be answered after hours, but we aim to stay connected as much as possible. We are closed during all major holidays. Any other out-of-office hours will be communicated as needed.