

Harmony Clean Guidelines

Healthy Home Cleaning, Naturally



Thank you for choosing Harmony Clean. We look forward to helping you keep your home Sparkling Clean while safeguarding your family's health and protecting the environment.


We SURPRISE & DELIGHT
our clients by consistently making their
HOMES SPARKLE!





At Harmony Clean we believe communication is the most important aspect of working together, so we have created this information pack for you. It includes important information about our relationship with you and your home.

Access to your home

Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to issue us a house key. Your key is coded with a security number, it is never associated with your street address, and is kept in a double locked secure key box.

 This ensures you never need to leave your door open, hide a key in a potentially un-secure location, or wait at your home to meet the team.

 If you do choose to meet the team for access to your home, we offer you one of two time slots (between 8:00 am – 12:00 pm or 11:00 am – 3:00 pm). Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays the team may be experiencing.

 If we are unable to access your home on your designated cleaning day, we will treat that as cancellation without proper notice and a lock out fee will be charged. Please see our 'Cancellation Policy' to avoid unnecessary fees.

Cancellation Policy – 24 hours notice

As a courtesy to our cleaning teams, who are committed to their jobs and are expecting a full day's work, and for scheduling purposes, we require 24 hours notice if you wish to skip your regularly scheduled cleaning.

In the event 24 hours notice is not provided or if we are unable to access your home at your scheduled time slot, a **\$50** lock out fee will be charged to your credit card on file. If a sudden illness occurs in your home on the day of your clean, please call the office prior to 7:45 am. We'll do our best to reschedule your clean, and we will reevaluate the lock out fee accordingly.

Quality Assurance

To help maintain our high quality standards and ensure your satisfaction, our quality assurance staff inspect our teams' work on a regular basis. A QA staff person may enter your home after the team leaves to confirm thoroughness, cleaning details, and overall quality.

Payment Terms

Payment is due at time of service. To keep costs low, we do not have a billing option. Please leave your check (made payable to Harmony Clean) on the kitchen counter. We also accept cash, Visa or MasterCard. A credit card is required to be on file in order to reserve your cleaning schedule.

Gratuity Guide

If you are pleased with your Harmony Clean team's efforts please tell them, as they are encouraged to continue to excel. A simple note of 'thanks for a job well done' means a great deal to your team. Tips are greatly appreciated, but not required. If you do choose to tip your cleaning team please leave your gratuity in cash rather than adding it to your payment to Harmony Clean.

Team Safety, Snow, Air Conditioning

Teams are not permitted to step higher than our 2-step stool, or lift heavy objects or furniture.

In snowy and other poor weather conditions we may need to skip your clean in order to keep our teams safe. We'll do our best to reschedule. Please ensure a snow & ice-free access to our designated point of entry including driveways and walkways.

To avoid the health risks of becoming overheated in warmer months, please turn on the air conditioning prior to our arrival. We're happy to readjust the temperature with your written instructions when we have finished our work. If your home does not have a/c, please schedule your clean during the morning time slot to reduce heat exposure.

Harmony Clean Guidelines

Healthy Home Cleaning, Naturally

Spotless Homes ~ Healthy Earth

Emergency Contact

Over the years, we've intervened and helped with pets in distress, burst pipes, and other unexpected situations in our clients' homes. Please be sure to keep us updated with your day time emergency contact phone number and protocol.

Damage or Breakage

We make every effort to take the greatest care while in your home, but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. Damaged or broken items must be reported to the Harmony Clean office within 48 hours of service.

Note: Harmony Clean is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (e.g., marble, granite, etc.) are assumed sealed and ready to be cleaned without causing harm.

Pet Guidelines

We love your pets and we want to ensure they are comfortable with us and that our team is safe in their presence. Please let us know how your pets should be handled. For sanitary and safety reasons, our teams do not clean flea-infested homes or pick-up pet 'accidents.'

Clutter & Dirty Dishes

People joke about 'cleaning' before the cleaning team arrives. Usually this means you have removed clutter, e.g., piles, papers, clothing, toys, excessive toiletries, dishes, etc. This allows the team to access the surfaces you need us to clean. If the team encounters an area that is not accessible (such as a counter or sink full of last night's dirty dishes), we'll assume you want us to skip this area and we'll work around it.

Our Teams

Our teams are bonded & insured for your peace of mind. We perform background checks and drug screening, and provide professional training for all employees. Whenever possible, we send the same team to your home. Due to illness, vacation, or other

unforeseen circumstances, we cannot guarantee the same team every visit. Rest assured, the cleaning team servicing your home has a detailed work order with special instructions just for your home, and they will consistently clean to Harmony Clean's high standards.

Smiles Guaranteed

Home cleaning is a personal and subjective service. We will always perform the cleaning as outlined according to the plan you chose. Your feedback is invaluable to our team and the more we hear from you, the better we can respond to your needs and enhance your experience with Harmony Clean.

Though we do our best to please you, there may be a time when an area is not cleaned to your satisfaction.

If this occurs, it may simply be a case of miscommunication. In order for us to respond efficiently, concerns requiring an inspection must be reported within 24 hours. Our QA staff will be glad to assist in a timely fashion, re-direct cleaning as necessary, and update your home's work order to reflect any changes required.

Please allow for some dust resettlement after we leave. We try to limit the dust in the air but cannot prevent this entirely.

Bed linens

As part of our regular service, we'll tidy up your beds and fluff the pillows. If you'd like us to remove & replace the sheets, there is a nominal per bed fee that will be added to your service. If you choose this additional service, be sure to leave fresh linens on each bed so the team puts the right sheets on the right bed. Please confirm your preference with your quoting specialist or the office team in advance. *Thanks!*

**Thank you for
your business.
We are pleased to
partner with you.**

