

# Harmony Clean Guidelines

Healthy Home Cleaning, Naturally



Thank you for choosing Harmony Clean, Inc.  
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 key to us working together successfully. Please review this important information about our relationship with you and your home and let us know if you have any questions.

## Access to Your Home and Arrival Time

In order to clean your home, our teams need reliable access. Issuing a house key to us is the safest and most reliable method to ensure no interruption in service, wait times, or lock out fees.

- ✿ Providing us with a key means you don't need to remember to leave a key in a potentially unsecure location outside, leave your door unlocked, or wait for the team.
- ✿ If you need to know when we expect to arrive, we can leave you a message the day before your scheduled clean. At that time, we can estimate a 2-hour arrival window. Unfortunately, we cannot guarantee the exact arrival time due to the nature of our business and the many factors outside of our control.
- ✿ While we do our best to provide an approximate arrival time, unexpected changes in the day's schedule due to things such as client emergencies, team illness, traffic, or weather may affect the actual time our team can arrive. Your flexibility and understanding in these situations is greatly appreciated. Thank you!
- ✿ If we are unable to access your home on your designated cleaning day, we will treat that as a cancellation without proper notice and a lock out fee will be charged. Please see our 'Cancellation Policy' to avoid fees.

## Cancellation Policy – 24 hours notice

As a courtesy to our cleaning teams, who are all 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 on your scheduled day or are turned away at the door, 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

A Quality Assurance staff person may enter your home during the clean or after the team leaves in order to perform a random inspection. Your satisfaction is our priority and this is just one of the steps we take to reach that goal!

## 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, Inc.) 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, stand on furniture or counters, or lift heavy objects or furniture. We also prohibit staff from handling or cleaning any biohazards such as human fluids, mold, rodent feces or other infestations.

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-free and ice-free access to our designated entry point including driveways and walkways.

House cleaning is rigorous work! To avoid the health risks of becoming overheated in warmer months, please turn the air conditioning on prior to our arrival and set it no higher than 72 degrees. 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 alert the office and request a morning schedule to reduce excessive heat exposure to our teams.

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## Spotless Homes ~ Healthy Earth

### Holiday Schedule

Just like you, our staff looks forward to holidays with family! We are closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (and the following day), and Christmas Day. We also try to end early on Christmas Eve and New Year's Eve. If your clean falls on one of these dates, we'll plan on skipping that clean and we'll resume service with the next scheduled clean after the holiday.

### 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 daytime emergency contact phone number and protocol.

### Breakage and Missing Items

Rest assured that we take the greatest care while in your home, but we do know accidents happen. On occasion items may become broken or damaged. Identical replacement is always attempted but cannot be guaranteed. All highly valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) should be stored and/or not cleaned by our team. Breakage must be reported to the Harmony Clean office within 24 hours of service.

Note: Harmony Clean, Inc. is not responsible for damage due to faulty and/or improper installation of any item including wall hangings, shelves, and other areas. Our limit of liability is \$500. All surfaces (e.g. marble, granite, etc.) are assumed sealed and ready to be cleaned without causing harm.

Much to our client's delight, we've been known to rescue long-lost missing items such as finding an earring behind a bed or dresser. To avoid any doubt or concern with valuables such as jewelry, we suggest putting those items away while we are cleaning and listing valuables such as jewelry on your homeowner's insurance policy as our insurance bond may have a conviction clause and other limits. There have been incidents when jewelry has been accidentally knocked off a surface into a trash can or been unknowingly vacuumed up and it was thought to be a paper clip or coin under a dresser. If you discover something missing, you must contact our office immediately so we can take proper measures to address the situation and help find the item if at all possible.

### 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, change or scoop litter, or pick-up pet 'accidents.' For the safety and comfort level of all, some pets may need to be secured in other rooms or crates during our visit.

### Clutter and 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

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 physically challenging and rigorous work (as we've noted earlier!) and we love what we do! We rely on your feedback to ensure we are bringing you satisfaction and smiles. The more we hear from you, the better we can respond to your needs, correct any areas of concern, and enhance your experience.

Though we do our best to please you, there may be a time when an area is not cleaned to your satisfaction. We understand. We're human and we've all gotten distracted and then forgotten to finish something we may have been working on. While no one likes to complain, we'd rather you let us know than have you worry over why we missed something we may have meant to clean.

In order for us to respond efficiently, concerns requiring swift action must be reported within 24 hours. Our office staff will be glad to assist in a timely fashion, redirect cleaning as necessary, and update your home's work order to reflect any changes required. Please allow for some dust resettlement after we leave, especially during pollen seasons. Thank you!

### 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 and replace the sheets, there is a \$10 fee per bed that will be added to your service. If you choose this additional service, be sure to leave fresh linens on each bed.

### Referrals

Much of our new business comes from referrals by happy clients. We are honored by your confidence in our service and pleased to offer you \$20 off your next clean. You can use the printed comment card, our online comment card, or call or email us with the contact.

## Thank you for your business.

We are delighted to be of service!

215.230.7700

scheduling@HarmonyClean.com

