

Policies

1. It is our policy that our crews do not smoke or eat in your home or surrounding property at any time.
2. Tips are to the discretion of our clients. It is much appreciated by our hardworking employees, but never required.
3. We strive to exceed your expectations for quality cleaning services. We inspect our work before leaving your home. Occasionally and without intention our crews may miss something. If after your inspection you find our technicians missed something, please contact us within 24 hours so we can correct the issue the next day. We do not provide refunds, however we are happy to correct any mistakes we made. Requests received by our office after that will be incorporated into your next scheduled cleaning.
4. **Schedule Changes or Cancellations:** In the event that a scheduled cleaning service must be changed or cancelled, we ask that our clients notify Swept Away at least 24 hours in advance. This gives us an opportunity to fill that spot and keep our employees working a full schedule. When a client cancels with less than 24 hour's notice, a fee of between 50-100% of the charges for that service will be applied. If the scheduled cleaning is not re-scheduled (and skipped) Swept Away may need to charge a higher rate for the next scheduled visit due to the extra work needed to complete that cleaning service.
5. Please be certain your home is accessible to our cleaning crews. If you are not at home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning crews are unable to access your home or if our crew is turned away when they arrive (for any reason), a fee of 50-100% of the bill due for the service that would have been performed will be applied.
6. **Payment:** Payment can be made with cash, check, or credit cards. Returned checks are charged a \$30 fee.
7. Prior to the cleaning technician's arrival, please remove all items, clothing, toys, etc. that may delay the efficient cleaning of your home. This will maximize productivity and minimize the time we spend to clean your home. If you prefer that our cleaning technicians remove these items, we are happy to do so and will add the additional billing time with corresponding charges.
8. **If you have any irreplaceable, collectable or expensive objects,** we ask that these items be secured or put away in order to avoid painful accidents.
9. Swept Away is not responsible for damage due to faulty or improper installation of items. Please inform us of any items in your home that require this type of attention. The cleaning crew will immediately notify the client of any accidental damage that occurs during each job.

In the event that the client finds any damage in the home as a result of our cleaning service, we ask that you notify Swept Away within two (2) days after service. If notification is made past the two (2) day time period, Swept Away reserves the right to deny compensation.

10. Please secure all pets that are dangerous to our employees inside and outside of your home. We love your pets, but we are unable to clean up after them.

11. Because our costs of doing business rise annually we reserve the option to adjust our cleaning fees on an annual basis. We give as much notice as possible whenever this happens. Please understand we take very seriously how any increases affect our customers and do so only when there is no other option.

12. We invest time, money, energy and training in our employees. Because they are excellent at what they do, they could be solicited by clients to work for the client personally. The client understands and agrees to a \$2,500 fee should the client hire any of Swept Away employees while they are employed by the company or within three years following the employee's last day as an employee of Swept Away, LLC.