



## 1. Service Terms

- **Cancellation Policy:** Clients must provide at least 24 hours' notice for cancellations. A \$50 fee applies for late cancellations.
- **Rescheduling:** We will strive to reschedule appointments promptly.
- **Confidentiality:** We maintain strict confidentiality of client information.
- **Issue Resolution:** Any service issues will be addressed immediately.
- **Insurance:** We are fully insured for unforeseen incidents.

## 2. Payment Details

- **Due Date:** Payments are due on the service day.

- **Late Fee:** A \$10 fee applies to overdue payments.

### 3. Service Specifics

- **Dishes and Laundry:** Not included unless specified.
- **Furniture Handling:** No heavy lifting; limited cleaning around large items.
- **Satisfaction Guarantee:** Contact us within 24 hours for service issues.

### 4. Additional Terms

- **Special Circumstances:** Upcharges apply for pest infestations, excessive pet hair, or clutter.
- **Service Limitations:** Excludes carpet shampooing, exterior window cleaning, and major furniture moving.
- **Lockout Fees:** Full service fee applies if access is denied at the scheduled time.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_