

Detail & Grace

CLEANING LLC

CLEANING SERVICE POLICIES

Thank you for choosing Detail & Grace Cleaning LLC.

Our goal is to provide exceptional cleaning services while ensuring a smooth, professional, and stress-free experience for every client.

BOOKING DEPOSIT

- A deposit is required to reserve and confirm your cleaning appointment.
- The deposit is applied toward the total cost of your cleaning service.
- Appointments are not confirmed until the deposit has been received.
- Cancellations or rescheduling with less than 24 hours' notice will result in a non-refundable deposit.
- With at least 24 hours' notice, your deposit may be transferred to a new appointment.
- The remaining balance is due upon completion of the cleaning service.

BEFORE THE CLEANING

- We will complete a brief walkthrough to confirm the scope of work and discuss any special requests.

COMPLETED AREAS

- Once a room or area has been cleaned, it is considered complete.
- If a cleaned area is used again during the appointment (such as cooking in the kitchen or using a freshly cleaned bathroom), additional cleaning may be subject to an additional charge.

ADDITIONAL REQUESTS

- Additional tasks requested during the appointment are welcome if time permits and will be quoted before work begins.

PERSONAL BELONGINGS

- For your privacy and our protection, we do not organize or move cash, jewelry, important documents, medications, or other valuables. Please relocate these items if you would like the surrounding area cleaned.

STANDARD CLEANING EXCLUSIONS

- Inside oven • Inside refrigerator • Interior windows • Wall washing • Large amounts of dishes • Laundry • Balcony or patio cleaning • Deep cleaning services unless previously scheduled

DURING THE CLEANING

- Whenever possible, please avoid using rooms that have already been cleaned until the appointment is complete.

INDOOR TEMPERATURE POLICY

- For the comfort of our cleaning team, we kindly ask that the air conditioning be turned on and the indoor temperature be maintained between **70–72°F** during the cleaning service. Cleaning is physically demanding work, and a comfortable indoor temperature allows us to provide the best possible service. Thank you for your understanding and cooperation.

FINAL WALK-THROUGH

- Before we leave, we invite you to inspect the completed work. If anything needs attention, we will gladly address it before the appointment ends.

PAYMENT

- Payment is due immediately upon completion of the service.

FULLY INSURED

CONTACT
+1 (754) 230-0411

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