



NEWSLETTER

POLICY UPDATES*

We at Jeannie's Cleaning would like to thank our clients for an awesome 2017 at the midway point. We appreciate you and we look forward to your continued business! As our company continues its growth, new policies must be implemented and communicated to prevent any misunderstanding. Please read our updated policies below.

All business is done through Jeannie Witte and not the staff. It is against policy to suggest, solicit or entertain any unscheduled business with Jeannie's Cleaning workers. All workers have signed a Non-solicitation provision preventing workers from accepting any work outside of Jeannie's Cleaning. All workers have signed a Non-compete provision prevent workers from competing with Jeannie's Cleaning business during or after employment.

Office Hours and *Cleaning Hours

Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Cleaning hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

**Saturdays can be requested as well just mention at the time of scheduling*

Jeannie's Cleaning observes the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve/Day

If a routine cleaning falls on one of the holidays above, we will contact you in advance to reschedule. For all other holidays not listed, Jeannie's Cleaning will be open and hard at work.

***BY ACCEPTING OUR SERVICES YOU AGREE TO OUR POLICIES**

Estimated Arrival Time

We will discuss an arrival window with you when scheduling your cleaning. We require a 4 hour window of arrival.

Entry to Your Home or Office

Our preference is to have a key to your home or office or to pick up a key from your building's front desk. If you wish to be present during the cleaning, please note that we require a 4 hour window of arrival.

Payment Policy

Clients pay at time of service. Jeannie's Cleaning accepts the following payment methods: cash, check and money order. Note: \$50 fee for all returned checks. If a cleaning is cancelled or rescheduled within 10-Days of the appointment date, no fee is charged. If after the 10-Day window, \$50 for cancellation and \$25 for rescheduling will be added to next bill.

Additional Charges

An additional fee of \$35 per hour, per team member may be charged if we exceed the time generally allotted to clean your home or business. For example, if you have recently hosted an event at your home or office and now it requires additional cleaning time to get it back to a spotless state.

Coupons and Discounts

Jeannie's Cleaning honors coupons and discounts for *new clients or during special promotions only*. If cost is a concern, please call our office to discuss a budget for your cleaning.

Late Payment

Payment is due at time of service cash, check or money order. There is a \$15 charge for payments received more than seven days after the date of service.

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Your Cleaning is Guaranteed

We guarantee all the cleaning we provide in the time allotted. If we did not clean an area properly, please contact us within 24 hours after your cleaning. We will schedule a re-cleaning appointment at no cost to you. After the re-cleaning, if you still have concerns, we will make every attempt to resolve your issue.

Rescheduling – 7-Day Notice Required

We are happy to reschedule your appointment. Email us at 1cleaningjeannie@gmail.com, give us a text or call at 859-750-6618. There is no charge for rescheduling with a minimum 7-Day notice on business days (Monday-Friday, 8:00 a.m. to 5:00 p.m.). Unfortunately, if you reschedule your cleaning less than 7-Days from your date you will incur a \$25 fee. Monday clients must reschedule by close of business on the preceding Thursday.

Late Cancellation – 7-Day Notice Required

We require a 7-day notice on business days (Monday-Friday, 8:00 a.m. to 5:00 p.m.) to cancel your appointment without penalty. To cancel now, email 1cleaningjeannie@gmail.com or give us a call at 859-750-6618. Cancellations made with less than 7-Days of notice will incur a \$50 fee. Monday clients must cancel by the close of business on the preceding Thursday.

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