



## Policy Manual

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### Welcome to AllFresh Cleaning Services Ltd.

This Policy Manual outlines our guidelines and expectations to ensure a smooth, professional, and stress-free cleaning experience for every client. These policies are designed to protect both our clients and our team, ensuring clarity, consistency, and high-quality service.

Please take a moment to review this manual before booking or working with us. By setting clear expectations, we can provide the best possible experience and maintain strong, trusting relationships with our clients.

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### Booking & Scheduling

- Book online anytime or contact us directly to reserve your cleaning.
  - Once booked, you'll receive a confirmation email with all of the details.
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### Rescheduling & Cancellations

- Please provide at least **24 hours' notice** for cancellations or rescheduling. Cancellations within 24 hours of the appointment will be **charged 50% of the service cost.**
  - If we arrive and cannot access the property (lockout), our team will **wait up to 15 minutes.** After this time, the appointment will be marked as a lockout, and **the full service cost will be charged.**
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## Termination of Services

- AllFresh Cleaning Services Ltd. reserves the right to cancel or terminate services at any time if policies are not followed, payment is not received, or if the environment is deemed unsafe for our team.
  - Clients may cancel recurring services at **any time with 7 days' notice**. If a recurring client cancels before completing the minimum three cleanings required for a discounted rate, the difference between the discounted and standard rate will be charged on the final invoice.
  - Termination of services does not waive any outstanding balance owed.
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## Mid-Service Cancellations

- We understand that emergencies can happen unexpectedly. However, if a service is stopped or cancelled while cleaning is already in progress, payment for the **full scheduled service** will still apply. This is to ensure fairness to our team who have already committed their time and resources to your appointment.
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## Payments

- Payment is required **at the time of booking** by Visa, Mastercard, or Debit.
  - For recurring clients, payment will be processed **after each cleaning**.
  - Clients who book recurring cleanings (weekly, biweekly, or monthly) receive discounted rates after the initial deep clean. A **minimum of three cleanings** is required to maintain the discounted rate.
  - *Late Payments*: For clients billed after service (recurring appointments), payment is **due on the day of cleaning**. Payments not received within 3 days may incur a \$15 late fee. Continued non-payment may result in paused services until the balance is paid.
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## Supplies & Equipment

- We bring all professional cleaning supplies and equipment.
  - If you prefer us to use your own products, please leave them out for our team.
  - We **do not provide laundry services** unless arranged prior to your appointment.
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## Pets

- For everyone's safety, pets **must be secured** in a safe area during the cleaning.
  - We **do not provide pet care services** such as walking, feeding, or litter box cleaning.
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## Before We Arrive

- Please ensure **dishes are put away** so we can clean the sink properly.
  - Let us know in advance if there are any special instructions.
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## Satisfaction Guarantee

- Payments are **non-refundable** once a service is completed.
  - If something was missed, let us know **within 24 hours** and we'll return to re-clean the area **free of charge**.
  - After 24 hours, we cannot guarantee a complimentary touch-up, but we will still do our best to address any concerns.
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## Refund Policy

- All **payments are non-refundable** once the service is completed.
  - If you have concerns about your cleaning, please refer to our **Satisfaction Guarantee** above.
  - We're always happy to return for a free touch-up within 24 hours if something was missed.
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## Minors in the Home

- For safety reasons, **children under 18 must not be left unsupervised in the home during cleaning.**
  - If minors are present, they must remain in a separate room from where cleaning is taking place.
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## Clients Present During Cleaning

- We kindly ask clients to avoid staying in the same areas our cleaners are working so we can work efficiently.
  - If you prefer to be home during the cleaning, please remain in a separate room or space while our team works.
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## Access to Property

- Please ensure we have proper access to the property (lockbox, door code, or spare key).
  - We do not accept responsibility for unlocked doors or unsecured homes after service if proper instructions were not provided.
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## Valuables Policy

- Your trust matters to us, and our team will **never intentionally touch or move your personal valuables.**
  - To give you extra peace of mind, we kindly ask that any cash, jewelry, important documents, or irreplaceable items are **stored away** before your cleaning.
  - While we take great care in every home, AllFresh Cleaning Services cannot be held responsible for the loss or misplacement of unsecured valuables.
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## Damage & Liability

- While we take great care in your home, accidents can happen. If any damage occurs, we will **notify you immediately** and work with you to find a solution.
  - AllFresh Cleaning Services Ltd. carries general liability insurance to protect against accidental damage. Our liability is limited to the replacement or repair cost of the damaged item, up to a maximum of \$500 per incident.
  - We are **not responsible for pre-existing damage** or items that were **improperly installed or already loose.**
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## Respect & Professionalism

- We are committed to treating every client with courtesy, respect, and professionalism at all times.
  - **Any form of disrespect, inappropriate behavior, or harassment toward clients will not be tolerated. Such conduct will result in immediate review and appropriate disciplinary action, up to and including termination.**
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## Employee Non-Solicitation

- Clients agree not to hire, solicit, or contract directly with any AllFresh Cleaning Services Ltd. cleaner for personal cleaning services outside of the company.
  - If a client hires a current or former AllFresh cleaner within 12 months of their last service with us, a **placement fee of \$2,500** will apply to cover recruitment and training costs.
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## Health & Safety

- We **do not clean hazardous materials** including but not limited to mold, biohazards, bodily fluids, or pet waste.
  - Our cleaners will not climb ladders or reach high ceilings/light fixtures.
  - We reserve the right to refuse service if the environment is deemed unsafe or unsanitary beyond our scope of work.
  - Our cleaners are trained to use products safely and responsibly to avoid damage to surfaces or harm to anyone in the household.
  - **Any verbal abuse, harassment, or disrespectful behavior toward our cleaners will not be tolerated. Cleaners have the right to leave immediately, and the full service cost will still apply.**
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## Photos & Videos

- We take photos or short videos of the spaces we clean after the cleaning is complete to showcase our work.
  - These will **never include personal belongings, faces, or identifying information.**
  - If you prefer we do not take any photos or videos, please let us know **before your appointment**, and we will fully respect your request.
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## Recording

- For the privacy and comfort of our team, **clients are not permitted to record or photograph cleaners without consent.**
  - If you wish to record a portion of the cleaning, please ask for permission first. Our cleaners have the **right to decline being filmed or photographed** while working.
  - If you have security cameras in your home, please let us know **before the appointment.** This allows our team to be aware and comfortable. Cleaners have the right to decline being filmed or photographed.
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## Confidentiality & Privacy

- AllFresh Cleaning Services Ltd. respects your privacy. We never share personal information, photos, or details of your home with third parties.
  - Any photos or videos we take of completed work will never include identifying personal items unless you provide explicit consent.
  - Any information collected (such as contact details or booking history) is used solely for scheduling, payment, and communication purposes.
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## Inclement Weather & Holidays

- AllFresh Cleaning Services Ltd. may reschedule appointments in the event of severe weather conditions that make travel unsafe for our team.
  - We are closed on all statutory holidays. If your regular cleaning falls on a holiday, we will contact you in advance to reschedule.
  - If we are unable to attend due to weather or holiday closures, no cancellation fee will be charged, and your appointment will be rescheduled at the earliest available time.
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## **Governing Law & Agreement Scope**

- All services provided by AllFresh Cleaning Services Ltd. are subject to the laws of British Columbia, Canada.
  - This policy manual acts as the agreement between the client and AllFresh Cleaning Services Ltd. By booking with us, clients acknowledge that they have read and agreed to these terms.
  - For recurring services, this agreement will remain in effect until either party provides written notice of termination as outlined in our Termination of Services policy.
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## **Indemnification & Liability**

- Clients agree to hold AllFresh Cleaning Services Ltd. harmless from any claims, damages, or expenses that result from the client's failure to provide accurate information, safe conditions, or proper access to the property.
  - Our liability for accidental damage is limited to the repair or replacement value of the damaged item, up to a maximum of \$500 per incident, as outlined in our Damage & Liability policy.
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## **Assignment**

- This agreement is between the client and AllFresh Cleaning Services Ltd. and cannot be transferred to another party without our written consent.
  - AllFresh Cleaning Services Ltd. may assign this agreement to another cleaning team under the company if necessary to fulfill services.
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## Acknowledgment

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**By booking a cleaning service with AllFresh Cleaning Services Ltd., you agree to follow and respect the policies outlined in this manual.** These guidelines are in place to ensure a safe, professional, and high-quality experience for both clients and our team.

We appreciate your understanding and cooperation in helping us provide the best service possible.



**Please confirm by signing below:**

Client/Employee Name: \_\_\_\_\_

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

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

**ALLFRESH**  
**CLEANING SERVICES LTD.**