

HAPPILY EVER AFTER!

Questions and Answers about our services

What service do you actually provide me?

When Krystal Kleaning first came in to give you an estimate, that price was based on several factors - such as size of the house, number of bathrooms and additional information you provided.

Generally, we are not responsible for "daily" clutter chores, like picking up after the kids, washing dishes or cleaning after your pets (dirty litter boxes or animal accidents).

As a rule of thumb our prices cover dusting and vacuuming the carpets, under the furniture, light fixtures, baseboards etc. We also wash and wipe down countertops, small kitchen appliances, toilets and floors.

If you are unclear as to our general house cleaning service, please feel free to contact me. I have also provided you with a document in this folder that covers what my services to you are and a price sheet for anything extra that you may need done.

What time will you be at my house? Is it the same time every time?

Krystal Kleaning works five days a week, Monday through Friday and we start at 7 am most days and work until early evening. A factor that may determine your specific cleaning day is the weekday on which our team is already in your area. If we are already cleaning several homes in your neighborhood on Wednesday, then that is likely to be your assigned day.

Sometimes, things come up in your life and you need to change the day. This is perfectly understandable. Please call us so that we can try to arrange a convenient time for both of us. If it is imperative that you need us to come in to clean on a day when we are not in your area, please expect us to increase the service charge by 10% for that event.

To be home or not to be home?

Most of the time customers work during the day which makes it easier for us to come in, clean your house effectively and efficiently and not disturb anyone or be disturbed by others. However, there are times where you may be home because you have the day off or you are not working at all.

My best suggestion for you if you are home on a day when we come in to clean is to plan alternative activities - such as running errands, going to the gym or out to lunch with some friends. The reason for this is because it makes it easier on me and my staff to work and do our jobs in the manner with which you wish to have your house cleaned. When you are there it becomes more difficult to work around you as we are concerned about disturbing you and then we wind up getting

in each other's way. When that happens it slows down our routine which can then effect other client's schedules.

Though we understand you can't be out of the house every single time, we would appreciate it if you could try to make alternate arrangements as often as possible. If you have to be home, it would be appreciated if you could limit your activities to one or two rooms at the most while we are there. Too often when customers are there at the same time they go into rooms and start an activity at the same time that we need to go into that room to clean; or we have just finished cleaning that room - say the kitchen - and they begin cooking breakfast or lunch, messing up the area we just cleaned. When this happens it makes it seem like the house doesn't get a thorough cleaning.

Our goal is to have the "wow" factor after we clean your house. That is, you come home, look around, take a deep breath, and say "Wow, Krystal Kleaning was here today. What a difference since this morning!"

How do I pay you?

Payment is expected when services are rendered. Please leave payment in envelope with your name on it.

Payment method - if paying by check: ALL checks should be made payable to Krystal Kleaning. If you prefer to pay by cash, please deposit actual cash into the envelope.

Special Requests

While are happy to accommodate special requests you may have from time to time (such as cleaning the oven, inside the refrigerator, and washing windows, for example), it will be easier for us to accommodate your wishes if you provide them with advance notice.

Rather than leaving a note asking us to do an extra assignment today, please call us in advance or leave a note asking us to do the task on our next regular cleaning visit. In this way, we can plan our day's cleaning schedule ahead of time. As you can appreciate, if two or three clients have surprised us with extra duties on their scheduled day, we may have to skip someone else's regular visit to try to accommodate the extra work.

Keep in mind that you will be expected to pay extra for work that is not normally included.

Can I cancel an appointment? Will you ever cancel an appointment?

Just as it might make your life miserable if we did not show up without notice for a scheduled visit, it is equally frustrating for us to **arrive** only to find that you "forgot to call and cancel" this visit. For this reason, we do have a Cancellation and

Lockout policy of charging clients who fail to provide advance notice in canceling a cleaning visit, and also if we arrive at the house and cannot get in. Please see your Customer Lockout fee Statement of Understanding for further information.

If you need to cancel your appointment we would appreciate being notified at least 24-hours before your scheduled appointment. We will NOT charge you the lock out fee in this case.

Conversely, if we fail to show as scheduled, you can expect some type of recompense which we can discuss in the event that this happens. Of course, emergencies can arise which may make it impossible for one party or the other to keep a scheduled appointment. Since those types of emergencies are rare, empathy on the part of the offended party should be the order of the day. It would be a real shame to ruin an otherwise good relationship between us as a result of circumstances beyond anyone's control.

At times, Krystal Kleaning may need to cancel your appointment. If this happens, we will do everything possible to contact you and inform you of the cancellation and try to reschedule at a more convenient time.

Why would you cancel an appointment?

Though there could be many reasons why we need to cancel, weather is the most common reason for Krystal Kleaning. In the winter, the rule of thumb to go by is if the school have closed, chances are we won't be able to keep our appointment. Again, we will pay attention to the weather report and try to make alternate arrangements with you in advance as much as possible. Please keep in mind though, that dangerous driving conditions aren't always known until the day of.

In the summer, customers who do not have air conditioning run a higher risk of having us cancel on extremely hot days. Please remember that our jobs are very physical and working in the extreme heat increases our risk of heat stroke.

If you do have air conditioning, we do ask you to be courteous to us on our scheduled days and keep it on. It would be greatly appreciated!

Is there anything you won't do?

As a matter of course, a house cleaning company's responsibilities are to eliminate dust, sanitize bathrooms and kitchens. The majority of our duties as stated before is to vacuum, dust, and sanitize your house. We can do extra cleaning upon request: such as making beds, cleaning out the refrigerators and/or ovens, organize closets/cabinets etc. This of course is at an additional cost above your normal cleaning fee.

However, during the course of a normal cleaning session there are some things that aren't covered in your fee and that we ask not to be responsible for. These are: stripping beds, cleaning out litter boxes or cleaning up after pets. Though we do empty out garbage cans, we do not take out the recycling (newspa-

pers/paper, bottles, cans, etc). If ever you are unclear as to what we do or don't do, please don't hesitate to contact me so that we may discuss any issues you may have and come to a mutual agreement.

Do you bring your own cleaning supplies?

Yes, we do. We always bring our own professional cleaning products every time. Although you might think it would be more convenient for us if we had every customer leave a supply for us, you'd be surprised that this is actually the opposite. The most conscientious and proficient house cleaner can't perform any better than the quality of the equipment or cleaning products being used. We use professional cleaning tools, equipment materials and cleaning supplies that are effective, efficient, safe and environmentally friendly.

Again, as always if you have any questions, comments or concerns, please don't hesitate to contact me:

Angelina Harty

Krystal Kleaning

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