



Karen's Kleaning

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Client Policy Agreement

Thank you for choosing Karen's Kleaning! We appreciate your business! In order to maintain a professional and consistent level of service, we request that you please read the following information about our policies and procedures, and contact the office if you have any questions, comments or concerns.

Karen's Kleaning prices are based on total labor

Karen's Kleaning prices are based on the total amount of labor required to complete the service you have requested. Additional charges above the initial estimate may accrue if additional labor is required to complete the service, or if you request additional services at the time of your appointment. Please note that the total amount of labor includes time spent gaining entry to the job site, unloading equipment, communicating with the client, and communicating with Karen's Kleaning management.

Karen's Kleaning crew sizes vary

We generally send 2-person crews to job sites. Occasionally we will send 1-person, 3-person or even 4-person crews. The duration of the appointment depends on the size of the crew, but because the total labor is not affected by crew size, the price does not change. Please contact the office if you prefer to be notified if and when we have assigned anything other the standard 2-person crew to the job site. Otherwise we will assume you do not have a preference.

Late cancellation policy & scheduling information

We require at least 24 hours notice if you need to cancel or reschedule your appointment. Because we are closed on weekends, Monday appointments must be cancelled or rescheduled by noon of the previous Friday. **In order to avoid being charged a late cancellation fee, please cancel or reschedule your appointment in time.** The cancellation fee is equal to the full price of your cleaning, and will be automatically charged to your credit card, unless you have made other payment arrangements. Please note that the late cancellation fee also applies if the appointment must be cancelled or rescheduled because the crew is unable to gain entry to the job site due to client error.

We will notify you of your appointment time at least 48 hours in advance. We schedule appointments in 1 hour windows. Please contact the office if you require a more precise arrival time, and we will do our best to accommodate you.

Our hours of operation are Monday through Friday 8:00 am - 5:00 pm. We are closed on the following holidays: **New Year's Day, Fourth of July, Thanksgiving, and Christmas.** If your appointment falls on one of these holidays, we will reschedule the appointment and notify you of your new time. Please contact us ahead of time if you have special holiday scheduling requests.

Cleaning equipment & products

Karen's Kleaning crews will supply all necessary cleaning equipment and products. We offer standard cleaning products or Green Seal certified Green Kleaning products.

Standard Kleaning Products

- Glass & Multi-Surface Cleaner *
- Degreaser
- Bleach/Water Solution
- Floor Cleaner
- Furniture Polish
- Non-abrasive Bathroom Cleaner
- Cleansing Powder
- Stainless Steel Cleaner
- Spray Over Cleaner
- Heavy duty bathroom cleaner

Green Cleaning Products

- Glass & Multi-Surface Cleaner *
- All Purpose Floor & Surface Cleaner *
- Mild-acid Washroom Cleaner *
- Green Cleaner/Degreaser *
- Microfiber Dusting Cloths

* Green-Seal Certified Products

If you have signed up for maintenance service, a complimentary toilet brush will be left at your house, so that the crews can use it each time they come. It will be left in the bathroom closest to the front door. If you prefer to have your toilet brush stored in a different location, *please let the office know*.

Please follow the instructions listed below if you would like to take advantage of the following optional services, which are included in any basic or deluxe cleaning.

Optional Service	Client Responsibility
Trash liners replaced	Leave new liners on kitchen counter or in respective trash cans
Bed linens changed	Leave clean linens out on respective beds
Patios swept	Leave broom out on the patio/balcony

Special requests & substitutions

Any additional requests, services or product substitutions may be subject to an additional fee.

Communication

To ensure the best possible service, please do not leave notes or direct any special instructions to our cleaning crews. All information regarding your cleaning service must be communicated directly to the office so that the information is not lost or misunderstood. When possible, please refer to your client number when contacting us.

Thanks for choosing Karen's Kleaning! Please do not hesitate to call our office with any questions concerning these policies. We look forward to providing you with the best cleaning service Santa Barbara has to offer!

Sincerely,

The Staff at Karen's Kleaning