

# The SnapMaid's Service Guide

Welcome to SnapMaid's - Your Partner in a Cleaner, Healthier, and Happier Home! We are delighted that you've chosen us as your trusted cleaning service. To ensure a seamless and satisfying cleaning experience, please review the following guidelines, which outline our commitment to exceptional service and safety for our cleaning professionals and your home. Thank you for entrusting SnapMaid's to bring cleanliness and freshness to your living spaces!



## Arrival Windows

### Arrival Windows

1. **Choose Your Cleaning Day:** We make cleaning fit your schedule. You choose the day when you book.
2. **Three-Day Email Reminder:** We'll email you three days before to help you plan your week.
3. **Day-Before Arrival Window:** Expect a text message the day before your cleaning with an estimated arrival window for our team.
4. **Real-Time ETA Updates:** Using GPS, we'll text you real-time updates on our cleaning team's arrival.
5. **Flexibility Appreciated:** Unforeseen circumstances might alter the schedule slightly, but we'll keep you informed. Your satisfaction is our top priority.



## Service Scope

### Service Scope

1. **Our Specialties:** We excel in routine housekeeping, deep cleaning, and move-in/out cleaning to make your home fresh and welcoming.
2. **Beyond Our Expertise:** Certain tasks need specialist handling, and we'll happily recommend experts. These tasks include paint removal, wall washing, dishwashing, laundry services, diaper pails or pet litter boxes, professional organizing, cleaning mini-blinds, hauling/trash removal, hoarder services, biohazard cleaning, and cleaning infested homes.
3. **Delicate or High-Risk Tasks:** More specialist tasks that we'll refer to the appropriate expert include cleaning electronic screens, the insides of curio or china cabinets, exterior cleaning, and any work over 8 ft. high. We ensure the safety of your belongings by avoiding moving your furniture or appliances.
4. **Carpet Cleaning:** Need your carpets cleaned? We recommend [Excel Carpet Cleaning](#)



## Schedule Changes

## Schedule Changes

1. **Change Form:** Use the Schedule Change Form for all appointment changes.
2. **Office Hours:** Monday to Friday, 8 AM - 5 PM. Messages sent outside these hours will be responded to on the next business day.
3. **Notification Period:** We need at least 2 full business days' notice for changes or cancellations.
4. **Impact on Recurring Schedule:** Schedule changes only affect the specified date. Your recurring schedule remains intact. For changes to the entire recurring schedule, call our office at 234-271-2213.
5. **Skipping Visits:** Skipping might alter the billing rate for your next service based on the interval between cleanings.
6. **Late Change Measure:** Changes or cancellations with less than 48 business hours' notice will require a compensatory measure equal to 50% of the booking total.



## Lock-Outs + Cancellations

### Lock-Outs + Cancellations

1. **Changes Need Notice:** We understand plans change. Please give us 48 business hours notice for appointment changes.
2. **Short Notice Measures:** Changes with less than 48 hours notice require a 50% compensatory measure. This safeguards our technicians' income and supports our 'people first' mission.
3. **Same-Day Changes and Lockouts:** Same-day schedule changes or lockouts necessitate a 75% compensatory measure. This allows us to continue serving all clients effectively.



## Housekeeping + Add-ons

### Housekeeping + Add-On Services

1. **Housekeeping Services:** We offer additional tasks like tidying up and decluttering, separate from our standard cleaning package. Check our service menu for details.
2. **Bed Linen Changes:** Want a fresh bed? We offer bed linen changes as an add-on, with one change included in many of our packages.
3. **Specialized Cleaning Services:** For tasks like hard water, rust, or calcium removal, we can assist or refer you to a specialist if needed.
4. **Appliance and Window Cleaning:** Need your oven, refrigerator, or windows cleaned? We offer these services as add-ons, including blind hand washing (except mini blinds).
5. **Change in Regular Appointments:** Changes or skipped appointments can adjust the cost of your next visit based on the interval between cleanings.



## Preparing For a Cleaning

### Preparing For a Cleaning

1. **Home Sweet Home:** Clear dishes, laundry, and clutter for us to focus on thorough cleaning. This boosts efficiency.
2. **Valuables:** Secure and Safe: Secure valuables and important documents. This helps foster trust and allows us to concentrate on cleaning.

3. **Health is Wealth:** Each bathroom should have its own toilet brush for maintaining rigorous cleanliness standards.
4. **A Respectful Approach:** We clean around furniture rather than moving it to respect your personal space and belongings.
5. **Proper Lighting:** Ensure rooms have adequate lighting for thorough cleaning. If lighting is insufficient, inform us prior to service, so we can bring additional equipment.
6. **Patience Makes Perfect:** Some areas may need multiple visits for a spotless result. Dust resettlement might occur post-cleaning.
7. **Review and Request:** Please review service details and notify our office of additional requests before your visit. Your preparation and our detail-oriented service make for the best cleaning experience!



## Our Technicians

### Our Technicians

1. **Selection:** We choose less than 3% of applicants to ensure only the best join our team.
2. **Training:** Successful applicants undergo rigorous behavioral assessments and certified training to become SnapMaid certified professional cleaning technicians.
3. **Mentorship:** Our new technicians are mentored by our most seasoned leaders to uphold SnapMaid's standards of quality and dedication.
4. **Coverage:** All technicians are insured under our worker's compensation policy, liability insurance, and bond for added peace of mind.



## Pet-Friendly, With Care

### Pet-Friendly, With Care

1. **Friendly Pets:** If your pets are comfortable with visitors, we're delighted to have them around while we clean. Our technicians are experienced in respecting and caring for pets.
2. **Nervous Pets:** For pets that are anxious or show signs of aggression, we kindly request you to secure them in a safe and comfortable area during our visit. This helps prevent accidents or stress for your furry friends.



## Cleaning Estimates

### Cleaning Estimates

1. **Initial Estimate:** Based on our detailed conversation about your home's unique features and needs, we provide an initial cleaning estimate. We strive for fairness and clarity in all our services.
2. **Discovery of Additional Needs:** While our professionals work, they may find areas that need extra attention. If this happens, we pledge to maintain open communication. We'll explain what we've found and discuss your options—you can either extend the cleaning time or stick to the original plan, prioritizing certain areas.
3. **Changes Only With Approval:** Your trust is paramount. We will never change your service cost or cleaning time without your explicit approval. If we cannot reach you and can't continue the service as planned, we may need to reschedule. This could lead to a minimal trip fee.



# Payment Requirements

## Payment Requirements

1. **Deposit and Full Payment:** We require a 50% deposit for all initial or non-recurring visits, with full payment due upon service completion. Residential clients pay via credit card, while commercial clients have the option of credit card or check.
2. **Declined Payments and Security:** If a payment is declined, our office will quickly inform you to update the payment method. We use a secure, SSL-encrypted payment platform for all transactions and accept all major cards.
3. **Processing Time:** Payments are processed the day after your cleaning service, or the following Monday for Friday bookings.
4. **Late Payments:** We understand life happens. If a payment isn't received by the due date, a late fee may be applied. After seven days, we may need to temporarily suspend service until the balance is settled.



# Tipping Your Technician

## Tipping Your Technician

1. **Cash:** The traditional way of tipping - leave a cash amount for your technician if you wish to do so.
2. **Invoice:** You can conveniently add a tip to your invoice through your client portal. A straightforward way to show your appreciation.
3. **Phone:** Feel free to phone our office, and we'll arrange for a tip to be added to your payment.
4. **Online:** If digital transactions are your thing, you can use our online platform to tip your technician. Visit [this link](#) and follow the steps.



# Handling Your Valuables

## Handling Your Valuables

1. **Handling Valuables:** We recommend that extremely valuable, fragile, or sentimental items be cleaned by you to prevent potential accidents.
2. **Inform Us:** Inform us about any loose or already damaged items before we start our service for extra caution.
3. **Accidental Damage:** We exercise utmost care, but cannot be held liable for breakage of items that are improperly placed, unstable, naturally fragile, or aged and delicate.
4. **Negligent Damage:** If an item is damaged due to an oversight by our professionals, we aim to replace, repair, or compensate up to \$200.00, with the item's value verification.
5. **Cluttered Areas:** We reserve the right to skip cluttered areas to prevent potential harm to items or our cleaning professionals.
6. **Reporting Damage:** In the case of breakage or damage, report to us as soon as possible, within seven days, at 234-271-2213. Please save the damaged item for our inspection.



# Safe Environment

## Safe + Respectful Environment

1. **House Conditions:** If severe biohazards or pest infestations are present, please handle them professionally before our team's arrival.
2. **Comfortable Climate:** Maintain a home temperature between 60-75 degrees Fahrenheit during our service.
3. **Physical Safety Precautions:** Our professionals avoid climbing beyond a second step on a ladder or moving heavy items. Please assist in moving large furniture or appliances if necessary.
4. **Smooth Cleaning Process:** Allow minimum distractions during the cleaning process, including ensuring pets are secured and children are supervised.
5. **Personal Items:** Please securely store personal items such as firearms, and refrain from smoking near our cleaning professionals.
6. **Right to Discontinue:** If safety conditions or work effectiveness are compromised, we reserve the right to discontinue service, with full service fee due.



# Technicians in Training

## Technicians in Training

1. **Respectful Presence:** Trainees observe and learn without interfering in the cleaning process or extending your service duration.
2. **Guided Assistance:** Trainees may perform some tasks under close supervision to gain hands-on experience, always with utmost care for your property.
3. **Zero Compromise on Quality:** Despite the presence of trainees, our seasoned professionals ensure the quality of the service remains uncompromised.



# Non-Solicitation of Staff

## Non-Solicitation of Staff

Our team at SnapMaid's undergoes rigorous training and development, and we ask clients to refrain from directly hiring any past or present SnapMaid's staff for at least 2 years from their last work date with us. Violating this policy may lead to a referral fee of \$3,500, acknowledging our investment in our team's training and development.



# Client-Supplied Products

## Client-Supplied Tools and Products

1. **Preferred Products:** SnapMaid's understands your preferences and is open to using your favorite cleaning products or tools, as long as they're safe and adhere to our ethical standards.
2. **Specialty:** Our team usually uses non-toxic, eco-friendly cleaning products but respects your personal choices for your home environment.
3. **No Bleach:** We maintain a policy of not cleaning with bleach for safety and health reasons.
4. **Liability:** Please be aware that SnapMaid's cannot be held liable for any damage caused by client-supplied cleaning products.
5. **Health First:** For the safety of our team, we reserve the right to refuse the use of products with known negative health impacts.
6. **Customized Cleaning Experience:** We strive to create a cleaning experience tailored to your needs, ensuring your living spaces shine just as you want them to.



## Busy Homes

### Busy Homes

1. **Inform Us of Additional Contractors:** Let us know if other service providers will be present during our scheduled cleaning service. We don't clean up after other contractors.
2. **Keeping Us Updated:** Please inform us if other individuals will be working in your space during our cleaning. It aids in our planning and ensures smooth service.
3. **Happiness Guarantee Limitations:** Our 100% Happiness Guarantee may not apply if there's additional work being done during or after our cleaning service.
4. **Potential Adjustments:** We may adjust our schedule or charges if other contractors disrupt or delay our cleaning service. We'll provide written updates in such cases.



## Unforeseen Situations

### Unforeseen Situations

1. **Power or Utilities Outage:** If a power or utilities outage occurs during a scheduled service, our team will inform the office and take necessary safety precautions. The service may need to be rescheduled, but you won't be charged for an incomplete service due to an outage.
2. **Technician Safety:** If our technicians feel unsafe for any reason, they will halt the work and notify the office. Adjustments will be made to ensure safety while delivering exceptional service. If an unsafe environment is caused by the client or their pets and the service cannot be completed, the full service rate will apply.
3. **Aggressive Pet Handling:** If our technicians encounter an aggressive or stressed pet, they will prioritize their safety and may halt the service. We will work with you to ensure a safe environment for both our team and your pet. However, if the aggressive behavior of the pet prevents the completion of service, the full-service rate will apply.



## Weather + Safety

### Weather and Safety

1. **Adverse Road Conditions:** If hazardous road conditions occur due to unpredictable weather, we may need to reschedule morning cleaning appointments for the safety of our team. Any rescheduling will be

- done with your convenience in mind.
2. **Client Home Preparations:** During inclement weather, we kindly ask our clients to clear driveways, walkways, and entries of ice and snow. This enables our team to safely access your home and provide you with exceptional service.
  3. **School Closures:** If schools close and impact our team members with children, we may need to reschedule some cleaning appointments. We aim to inform you as early as possible about any changes to minimize disruption to your schedule.



## Preparing for a Move Clean

### Preparing for a Move In/Out Cleaning

1. **Clear the Space:** Before we arrive, ensure all personal items and furniture have been removed. This allows us to access every corner for a detailed clean.
2. **Ensure Utilities are Active:** The home must have running water and electricity on the day of the service. These utilities are essential for our cleaning tasks.
3. **Maintain a Comfortable Environment:** Please keep the home at a comfortable temperature. A reasonable temperature helps our team perform effectively.
4. **Trash Removal:** Trash removal is not within our scope of work. Please dispose of any garbage or waste before we arrive, so we can focus on delivering a thorough clean.



## Parking

### Parking

1. **Free Parking Spot:** To streamline our services, we request a free parking spot within a 2-minute walk from your home.
2. **Parking Fees:** Parking fees, if incurred, will be added to your invoice.
3. **Unavailable Parking:** If parking is not available and we can't reach you, your appointment may be canceled and/or rescheduled.
4. **Compensatory Measure:** In such cases, a 75% compensatory measure will be applied.



## Entry Information

### Entry Information

1. **Entry Methods:** Choose from in-person greetings, securely placed keys, access codes, or coordination with building management for our team's entry into your home.
2. **Security Measures:** Our technicians are fully insured, and we employ GPS-tracked routes for added safety.
3. **Lockouts:** If we cannot access your home after 15 minutes, we consider it a lockout situation. To prevent schedule disruptions, a compensatory measure equal to 75% of the service cost will be applied in such cases.
4. **Alarm Systems:** To avoid false-alarm charges, inform us about any code changes before our service. We won't be liable for charges from false alarms due to uncommunicated code changes.



# Client Feedback

## Client Feedback

1. **Personalized Service:** We treat each cleaning service as unique, striving for a personalized experience that fits your needs perfectly.
2. **Open Communication:** We encourage you to share your thoughts with us through follow-up calls, texts, scorecards, or direct communication via call, text, or email.
3. **Feedback Value:** We highly value your feedback, which serves as our guide for continuous improvement and quality preservation.



# Quality Checks

## Quality Checks

1. **Consistent Excellence:** We aim for consistent, high-quality cleaning service, made possible by random quality checks conducted by our field managers.
2. **Validation Tool:** These checks don't question our team's abilities, but instead validate their excellent work, ensuring that our high standards and your expectations are met.
3. **What to Expect:** A field manager might visit during your scheduled cleaning to verify the quality of the cleaning service, which may include inspecting cleaned areas, checking completed tasks, and soliciting your feedback.
4. **Privacy and Respect:** Our field managers conduct these checks discreetly and respectfully, ensuring minimal disruption to the cleaning process or your daily routine.



# A Friendly Face, Every Time

## A Friendly Face, Every Time

1. **People-First Company:** We don't always guarantee the same cleaning professional for each service as we prioritize the well-being of our staff, enabling them to take time off when needed for personal reasons.
2. **Valuing Client Preferences:** If you have a preferred technician, we'll do our utmost to accommodate these preferences and schedule them for your service whenever possible.
3. **Dealing with Unavailability:** If your preferred technician is unavailable, we kindly ask that you keep your scheduled appointment with another one of our equally talented technicians.
4. **Our Commitment:** We believe you'll value the expertise and dedication of our entire team. Your understanding and flexibility help us maintain a consistent schedule, beneficial for our team and company.



# Our Happiness Guarantee

## Our Happiness Guarantee

1. **Personalized Service:** We believe cleaning services should be tailored to meet specific needs and standards, considering its personal and subjective nature.
2. **No Traditional Refunds:** Given the unique nature of our service, we don't provide traditional refunds, but instead offer a 100% Happiness Guarantee.
3. **The Happiness Guarantee:** If you're not completely delighted with our service, contact us within 24 hours, and we'll return to touch up the areas that need extra attention, free of charge.
4. **Steps to Follow:** If dissatisfied, contact us within 24 hours, provide a comprehensive list of areas/tasks that didn't meet your standards, and we'll schedule a convenient time for the touch-up cleaning.
5. **Exclusions:** Our guarantee doesn't apply if we're asked to use your cleaning products/equipment or for hourly services where all tasks may not be completed within the given time.



## Rate Adjustments

### Rate Adjustments

1. **Periodic Assessment:** We review our pricing structure regularly, considering changes in operating costs, supplies, and inflation. If a price adjustment is needed, we'll inform you well in advance.
2. **Service Adjustments:** If your cleaning needs significantly change, such as an increase in home size or additional cleaning tasks, we may need to adjust your rate to reflect the extra work. Any changes will always be discussed with you first.
3. **Exceptional Circumstances:** Events like a global pandemic or a substantial increase in minimum wage may necessitate a price adjustment. We'll clearly communicate these changes and find the most reasonable solution together.



## Calls + Quality Assurance

### Calls and Quality Assurance

SnapMaids records customer calls for quality assurance, improving communication, enhancing team training, and identifying areas for improvement. We securely store recordings, and access them only for quality checks. Continued interactions, including calls, implies your consent for these recordings. We're committed to delivering excellent service and ensuring utmost customer satisfaction. For any questions or concerns, feel free to contact us.



## Post-Renovation Cleaning

### Post-Renovation Cleaning

Just renovated your home? Let SnapMaids help showcase its beauty with our specialized post-renovation cleaning service. Here's how it works:

1. **Two-Visit System:** Our post-renovation cleans involve an initial visit to remove construction dust and debris, followed by a final cleaning to tackle dust resettlement for a spotless finish.
2. **Dust Resettlement:** Understand that dust resettlement is common post-renovation. Our second visit addresses this issue, ensuring your home shines.

3. **Vent Cleaning:** To enhance our cleaning results, consider having your vents professionally cleaned before our final visit. This improves air circulation and indoor air quality while reducing dust resettlement.
4. **Happiness Guarantee:** Our usual happiness guarantee applies if both cleaning visits are booked. However, it's waived if only the initial cleaning is scheduled.
5. **Roles and Responsibilities:** We specialize in cleaning up post-renovation dust and dirt, while tasks like sticker, paint, and adhesive removal are left for contractors.

We're eager to assist you with your post-renovation cleaning needs. If you have specific requests or concerns, let us know. Contact us to schedule your cleaning service and enjoy your beautifully renovated home.

## Your Home, Our Honor

We, at SnapMaid, deeply value the trust you place in us by allowing us into your homes. Our aim is not just to clean, but to create a serene and joyous environment for you, where relaxation and peace reign.

Being a locally owned business, we see our clients as our extended family and put your satisfaction at the forefront. Every SnapMaid team member, from our customer service representatives to cleaning professionals, is committed to offering you the best service.

Thank you for choosing SnapMaid and for the opportunity to serve you. We eagerly look forward to leaving your home at its cleanest and providing a service that sparkles just like your home. We value your trust and satisfaction immensely, and we aim to exceed your expectations every time!

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