



Customer Guidelines

Thank you for choosing Stella's Cleaning Services! Below are the guidelines we ask our clients to abide by. These guidelines have been put in place in order to provide a safe environment for our employees and set clear expectations with our clients so that we can continue to make your home sparkle for years to come! Please review and sign before your first cleaning and let us know if you have any questions!

How to prepare for your cleaning:

We are thrilled to come clean for you and want to be able to leave your house sparkling. In order for us to be able to provide the highest quality cleaning possible, we would just ask for you to do a couple things to prepare for our arrival. Please put away anything that would inhibit us from cleaning certain areas, such as loose papers, dog toys, children's toys, etc. Please make sure all dishes are put away so that we are able to thoroughly clean your kitchen. In addition, make sure anything of a sensitive nature is put away.

Technology:

Stellas Cleaning Services utilizes technology to its fullest to provide an even smoother customer experience! You will receive an automated reminder email two days prior to service as well as a reminder text the day before. You may respond to the email, however, the automated text messages are only one way. You do have the option to opt-out of these. You will also receive a follow-up survey after each cleaning in your email.

Working in the home:

The cleaning techs need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. In the event the cleaners are not able to work without distractions that affect their ability to work in their normal speed, reserves the right to charge for their extra time spent in the client's home.

If for any reason a cleaning tech of Stella's Cleaning feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests, or animals, the client will be liable for the full cost of the service.

BIO-HAZARD:

Our cleaning technicians' safety and health are of the utmost importance to us, so we ask for you to let us know if there are any potential bio-hazard situations. These can include xtra mold, rodent or bug infestations of any kind, or human or pet urination or feces. If a bio-hazard situation is evident, our technicians will not be able to service your home and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing the situation has been resolved.

Safety:

Our number one concern is for the safety of our clients and our cleaning technicians. Stella's Cleaning Services is insured and bonded and cannot perform any cleaning higher than a three-step ladder. Any heavy or large furniture must be moved away from the walls in order to clean behind them. Our cleaning techs will not move furniture, in order to prevent damage and remain safe.

Time of service:

It is very difficult to commit to exact arrival time (apart from first thing in the morning) because of our ever-changing schedule and the fact that we don't finish cleaning each home at an exact time. We service homes between the hours of 8:00 a.m. - 7:00 p.m. and will strive to be at your home within a one hour window of the estimated given to you.

Entry to your home:

We offer 3 entry options to choose from:

The client may opt to be home to allow access to their home the day of the service. Please prepare for your cleaner to arrive. If no one is home or our cleaners are turned away for any reason you will be charged half the service price for that day.

The client provides a key, garage door opener, or code to gain access to the home. Keys will be placed in a secure safe at Stella's Cleaning office. The cleaner or team will be issued a key the day of your scheduled service to gain access to the home. The key will be signed out by the cleaner or team and signed in after each scheduled service and placed back in the safe. The keys are not marked with any of your personal information in case they are lost. In the event, the code given is not correct and cleaners cannot gain access to the home the client is responsible for the lockout and a cancellation fee will be charged.

The client can purchase a lockbox to place a key inside and provide Stella's Cleaning Services with the passcode. In the event if for any reason the key is not in the lockbox or the code does not work when the cleaners arrive to clean the home; the client is responsible for the lockout and a cancellation fee will be charged.

NOTE: In the event, the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, Stella's Cleaning Services will not be held liable for any damages or theft to the client's home.

Home alarm systems:

Stella's Cleaning Services will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Schedule changes, cancellation of service:

In the event that you reschedule, skip, add or cancel your service, we ask that you give a (48) hour notice. Cancellations made less than 24 hours will result in a charge of 50% of the cleaning service. All cancellations must be made through our office by calling or texting at 405-816-5851.

Payment:

Payment is due in full the day of the service. The cleaning technicians do not handle any form of payment. Stella's Cleaning Services accept payments made via Venmo, Zelle or Cash App. In case of a Check or Cash make sure is left inside an envelope.

Tipping the cleaning techs is never required but always appreciated. Thank you in advance if you choose to do so.

Price increases:

Clients are given advance notice of any price increases. Stella's Cleaning Services reserves the right to raise prices at any time.

Quality Control:

Stella's Cleaning Services needs your feedback! You will receive a quick, one-question survey after each cleaning asking you to rate our service. These surveys are very valuable to us and give us a way to address any training opportunities as well as recognize our employees based on client feedback. Please expect random quality checks to happen on your home by a quality control manager to make sure you are receiving consistently fantastic service! All quality checks take place during the final phase of cleaning.

Pets:

We love our clients' pets! But for their own safety and the safety of our cleaning techs, please put your large or skittish pets in a secure area of the home or garage. Our cleaning technicians cannot clean animal feces of any kind in order to prevent cross-contamination.

Breakage:

It can happen when you least expect it! Stella's Cleaning Services can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

Curio cabinets, figurines, glassware, and items of extreme value or sentimental value should be cleaned by the client. If an item is broken by one of our cleaning techs, Stella's Cleaning Services will pay up to \$100 per item or replacement cost when the value is verifiable. The client needs to save a broken item for Stella's Cleaning Services to inspect.

Damage:

The client should point out any damage to surfaces during the walkthrough and before the service begins.

Stella's Cleaning Services is sometimes called in to correct the damage that was already there or that another cleaning company was responsible for. In this case, we may require that the client sign off on a pre-existing surface damage waiver.

In areas of the home with extreme clutter Stella's Cleaning Services reserves the right to skip those areas in order to avoid damaging items or injuring the cleaning techs.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.

If you would like us to use your products instead, please understand Stella's Cleaning Services will not be held liable for any damage caused by your products.

Our guarantee:

We want you to be absolutely delighted with the cleaning service! Report any concerns to our office within 24 hours after the service. We will return and re-clean the area(s) of concern at no cost to you. Note, cancellations less than 24 hours will result in a 1/2 of the cleaning service cancellation fee.