



How to Prepare for your cleaning - Here are some suggestions that will help you prepare for your cleaning:

Before we arrive:

1. Be sure to communicate any cleaning concerns when scheduling your appointment – especially pet concerns. Remember that **pet odors such as urine may require additional treatment or the odor could be increased after cleaning.**
2. Please remove ALL items from any furniture that you would like moved and as a precaution, remove/move any fragile or breakable items in the rooms we will be cleaning.
3. Please remove all smaller items such as dining room chairs, toys, magazine racks, floor plants, etc from any areas that are going to be cleaned. This will shorten the processing time and return the carpet to normal sooner.
4. If desired, pin up any full length draperies so that they will be at least 6 inches off the floor. You may also want to pin up any skirts on upholstered furniture.
5. **Some furniture cannot be moved** (ie. beds, dressers, computer equipment, armoires, sectional sofas, entertainment centers, antique & fragile furniture). However, we can reach under a little or can edge right around the base.
6. Our technicians will call when they are on the way, so please be sure to let our office staff know the best phone number to call. Remember, **our normal scheduling is a 2 hour window.** Our technicians will arrive sometime during those 2 hours.

When we arrive/ While on site:

1. During the pre-inspection walkthrough with your technicians, **please advise them of any special instructions to follow when moving your furniture.** It is helpful to know about weak legs, loose tops or pre-existing conditions or repairs.
2. Please **point out any spots or stains** which may require special cleaning techniques.
3. For safety sake, be sure to keep a very close eye on your curious little ones.
4. During the post inspection, please let our technician know if you have any questions or concerns about the cleaning. We want to be sure that you are 100% satisfied before we leave.
5. We recommend that you do not place any furnishings back onto cleaned carpet for at least 24 hours (unless placed on protective foil/plastic)
6. As a reminder, to assist with the drying in warmer months, **it is recommended that air conditioning and/or ceiling fans be run throughout the cleaning** until all areas are dry.
7. **Payment is due at the time of service.** You can pay the technician directly with Mastercard, Visa, Discover, personal check or cash (our technicians cannot give change)

What to Expect During Your Service Appointment – Our Safety Precautions

Our process of cleaning, which includes the use of very hot water and detergent, helps to kill bacteria and sanitize all surfaces we clean. To ensure the safety of our customers and employees, we're taking the following precautions:

1. **All staff is monitored for their health when arriving to work.** Temperatures are taken and if there is any appearance of illness, employees are not sent out to service sites.
2. Our technicians **may be wearing masks** during the initial walkthrough. They **will not be wearing masks** during the cleaning. If you have any questions or concerns, **please discuss them with our office prior to the scheduled appointment date.**
3. Our technicians will wear shoe covers at all times while in your home.
4. Our technicians will wash their hands as needed. Each of our vans has a hand-washing station equipped with soap, hot and cold water. We will not need to use your sink or soap.