



Preparing for our visit

Thank you for the opportunity to provide our professional cleaning services for you. You will receive the most benefit when you have prepared your home/office for our arrival ahead of time. Some suggestions and guidelines are as follows:

1. **OPEN AREA CLEANING:**

If your audit includes open area cleaning, this means we will be cleaning the exposed areas of your carpet that we can reach with a cleaning wand. You are encouraged to remove any breakables off of your shelving or table tops to ensure maximum maneuverability for our specialist.

You are welcome to move any piece of furniture out of the room yourself prior to our arrival, however, to ensure best results with your carpet, it will need to remain out of the room until the carpet is completely dry. Alternatively, our specialists would be happy to leave behind some furniture tabs if you needed to move the furniture back prior to the recommended 24 hour drying time. **Any furniture movement that you choose to do must be to a location outside the room that will not impede our access to the areas we are cleaning.**

If you decide you would like us to move your furniture, please call the office and let us know in advance so we can adjust timing requirements as well as give you a price for that service. Furniture movement by our specialists include us moving the furniture, cleaning underneath of it, then moving it back in place and placing protective barriers between the furniture and your carpet to ensure full protection for your carpet.

MOVE AND RESET OF FURNITURE

If your audit includes moving and resetting of furniture during cleaning, this means we will move your furniture, clean underneath of it, then move it back in place and place protective barriers between the furniture and your carpet to ensure full protection for your carpet. You will need to remove any breakables or small items off any of your shelving or table tops that we are moving prior to our arrival.

Items **not** regularly included in move and reset are:

- TVs, computers, and other electronics.
- Full china cabinets, buffets, or other furniture items containing highly breakable valuables (note: these furniture pieces can be moved if completely emptied prior to our arrival)
- Bookshelves or entertainment units (note: bookshelves and small entertainment units can be moved if completely emptied prior to our arrival)
- Musical or exercise equipment of any sort
- Furniture of extreme weight (exceeding 150 lbs)
- Mirrors or art pieces
- Area rugs
- Full dressers exceeding 150 lbs or heavy bed-frames (note: dressers can be moved if drawers are pulled out and mattresses can be lifted and removed prior to our arrival so cleaning can be done between the bed-frame slats – moving of mattresses by our specialist will incur additional charges, especially in small spaces)
- Small knick-knacks or garbage (additional charges will apply for moving items in this category)

Please note that protective barriers placed under the furniture will need to remain until the carpet is completely dry. We recommend you wait 24-48 hours before removing them and the removal of this protection is your responsibility.

2. **Thoroughly vacuum all carpet and use a crevice tool along the wall edges and on steps.** Pre-vacuuming removes the large debris so that our equipment can work better and give you better overall results. This would be a good time to install a clean vacuum bag to ensure optimal performance of your vacuum. This is especially important if you have pets that shed. If you choose to have us pre-vacuum for you, this service is available at an additional charge. If we will be cleaning your furniture please vacuum off pet hair and any debris under the cushions.
3. **Please hang full length draperies** on coat hangers from the rods so they are not touching the floor.
4. **Please tuck up any bedspreads or skirting** that touches the floor.
5. **During the initial walkthrough/inspection, please bring to the Specialist's attention any spots or stains** which may require special attention. If possible identify the cause of a spot. If we are aware of the cause it will assist us in choosing the best product to attempt removal. If no one will be present when our specialist arrives, please feel free to leave notes on coloured tape or sticky notes as to any areas of concern
6. **Please bring to our attention furniture or other items that may require special handling or care.**
7. **We always respect your privacy** and will not open doors that are closed in your home. If you would like the carpets in any room or in your closets cleaned, please be sure that the **door is open** and that you inform the Specialist of the areas you want cleaned. Remove all movable items from the floor of all rooms to be cleaned including inside closets, before our Specialists arrive.
8. **Please let your pets know that our Specialists do not bite.** We would appreciate mutual consideration in this regard. Please have pets put in an area so they will not bark, bite, run away, or be frightened by our equipment.
9. **We love kids, so please protect them.** Our Specialists use hot equipment and cleaning products that can be dangerous to a child if not handled properly. Please ensure your children are in a place where they will be safe and will not have the possibility of getting curious about our equipment.
10. **We may need access to a water source.** It is not usual but if we do, we prefer a soft water hook-up in the garage or we can use an outside faucet or an indoor sink.
11. **Payment is required upon completion.** We accept personal checks, cash, Visa, and Master Card. Please note that our Specialists are not equipped to provide you with change if you should choose cash payment method.
12. **Please clear vehicles from the driveway.** We will need the space closest to the door we will be entering. If you might have to leave while we are cleaning please move your car from the garage and park it on the street before we arrive so we don't block you in. *** IN WINTER MONTHS PLEASE ENSURE YOUR DRIVEWAYS AND WALKWAYS ARE CLEAR OF SNOW FOR THE SAFETY OF OUR SPECIALISTS AND EQUIPMENT.***

When you schedule you will receive a **one-hour arrival time window**. We make every effort to keep our appointments, however on occasion we may have to adjust our schedule. We will not rush through one job to arrive on time to the following job. By being prepared you can help us to maintain our schedule. If for some reason we have to adjust our schedule we will call to let you know. **Please let us know ahead of time about any scheduling restrictions you may have on the day of your appointment.** We are happy to give you a call prior to our arrival to let you know when we are on the way or if any delays.

If for some reason you must reschedule your appointment or adjust the cleaning job, please give us as much notice as possible.

