

Welcome To PTB Cleaning Services! Where we make your space sparkle!

Hello! Welcome to PTB Cleaning services. Thank you for your consideration in our company and we are pleased that you will be joining the PTB family! Before we get started in ensuring your germ free and healthy environment, we would like to inform you on our policies of cancellations, late arrivals, extra time, and extra spaces. We understand that sometimes there are circumstances where the appointment can not be kept or can be delayed in time. Below you will see our policies and a description of each. We are very delighted that you considered us for your cleaning needs and we can't wait for you to be part of the PTB family!

Cancellation Policy:

- *If there is a cancellation of an hour before the appointment is to start, there will be a \$50.00 charge and the deposit will not be refunded.*
- *If the appointment cannot be kept, you must let us know 1 business day ahead of time so that we may make arrangements on our schedule for our employees. If you do let us know in advance you may keep 40% of your refund, as a courtesy from us to you!*

- *If we cannot enter the property or the premises precisely 30 minutes before the appointment time, so that we may unload and set up for your service, then we will have to reschedule your appointment and the fees of \$50.00 and a non-refundable deposit will be applied.*

Late Arrivals and Extra Time

- *If there is a delay in time where we can't get into the property, but you are close to the property and can let us in, we can only wait for about 15 minutes before we reschedule your appointment.*
- *If extra time is needed for your service, we will contact you 1 hour before the session is over to let you know which rooms are left and approximately how many more man hours it would be. If you would like for us to finish the clean but wouldn't want to go over budget, you can tell us which rooms you would like for us to focus on within that time frame.*

Extra Spaces

- *If there are any spaces that you would like for us to deep clean that may require extra time, there will be an extra man hour added per space that requires the deep clean.*
- *Spaces that require the extra time include but are not limited to the following in **Residential Services**: ANY DEEP CLEAN, Kitchen cabinets(*

inside and out), refrigerator (inside and out), kitchen drawers (inside and out), stove (inside and out), windows and window sills (inside and out), Basements, Garages, Backyards, Toys(may need disinfected and put away), bedroom closets, bedroom drawers, bathroom deep clean, bookshelves, walls, any appliances, etc.

- *Spaces that require extra time include but are not limited to the following in **Commercial Services**: Windows and window sills (inside and out), deep cleaning of floors or carpet, heavy trash removal, Sweep and mop on all construction services (heavy dust removal), all dashboards on walls, walls, etc.*
- *Spaces that require extra time but are not limited to the following in **Move IN-OUT Services**: Before any services, **ALL FURNITURE MUST BE REMOVED FROM PROPERTY TO AVOID PROPERTY DAMAGE**. Any extra dust that is left from construction that may take more time to sweep and mop, there will be an extra man hour added. All spaces requiring a deep clean will result in another man hour added per extra space. All heavy trash removal will be an extra charge depending on how many big bags we may have to pull out.*