

CANCELLATIONS:

ROSELYNS CLEANING, LLC reserves the right to charge cancellation fees from any client who cancels cleaning services without prior notice. Roselyn's cleaning, LLC, understands emergency situations may arise at any moment. Below is more information on our cancellation policy.

Should a client fail to cancel, or we are unable to reschedule you for a service, due to a fully booked calendar, a cleaning fee will be applied.

Fees

You may cancel or reschedule your service appointment at least 5 business days in advance at no cost.

Should you cancel or reschedule your service appointment within 3 business days of the appointment, the fee applied will be \$50.

Should you cancel or reschedule your service within 2 business days of the appointment, the fee applied will be the full amount of the service fee.

We will send you a reminder 1-3 days prior to the cleaning.

Most clients have a window arrival, to keep you informed, we will send a text message or give you a call 30 minutes to one hour prior to our cleaning technician's arrival letting you know they are on their way. We will also keep you updated in case of any delay.

Once our cleaning technicians arrive, they will ring the doorbell or knock on the door. if there is no response, they will wait no more than 15 minutes and will call/text to reach you for access. Should there be no response, service is considered as *cancellation at the last minute*, which will result in a fee for service charged in full.

ONLY FOR NEW CLIENTS

Federal holidays: Should there be a need for services on dates listed below an additional fee will be applied at the time of service. This fee will be billed at \$50 additional per building per day.
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| 1. Thanksgiving
2. Christmas |
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Guarantee Policy

Our Company does guarantee our services and any complaints or issues that you might have with any services rendered in your property for 24 hours only, anything after 24 hours our company will be NO responsible for any damage or any complaints or issues after initial cleaning.

Payment Notice

Should the services be completed, it is a requirement of Roselyn's cleaning, LLC to collect payment the day services are rendered. There will be a late fee (\$30) that will apply should this payment be late. NO EXCEPTIONS.

Last but not least

Beloved costumers thank you so much for your patronage during these tough times. Without your support we wouldn't have been able to make it through the last year. We are so grateful for you. Unfortunately during this time, we are battling staffing shortages, so we encourage you to call at least a week in advance to book your appointments.

There are additional fees for the following services:

Inside of the fridge \$30-\$50

Windows (only inside) \$5- \$20

Laundry \$15 per load (we only fold)

Inside of the oven \$30-\$50

Inside of the cabinets \$5-\$10

Any cleaning Organization \$50 per hour per person