

# FAQ's

## **How much cost a service?**

our pricing is based on the size of your home, quantities of bedrooms and bathrooms also the desired level of service which means any extra service. You can get a cleaning quote online to find the pricing for your specific needs.

Also in our website in the booking section you can see our prices, depending what kind of services do you require, bi weekly, monthly, deep clean, moving out-in, plus extras.

Do you bring your own cleaning supplies, chemicals, and equipment?

Yes, we bring everything we need to clean your home. You don't have to provide a thing.

## **Do you Cannot Clean?**

We cannot clean hoarding homes or areas containing any animals & humans' body fluids, blood, feces, vomit, cat litter boxes, bird cages & urine, or excretions.

## **Unreachable Areas & Heavy items**

For safety & liability reasons our employees can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 35 pounds, if you would like cleaning behind heavy objects, please move prior to cleaning.

## **Pet friendly**

We love animals, but they don't always love us. If you think your pet may become overly anxious while we are there, please make temporary arrangements while we are in your home. You can leave detailed pet instructions during the online scheduling process.

## **What kind of Products do you use?**

All of our cleaners and maids are trained to use products that are safe for all surfaces, including: stainless steel, tiles, glass, wood, etc.

We are able to use customer products in the case they required.

## **Can I give specific instructions to the cleaners and ask for special requests?**

Yes, special instructions can be left when you schedule your appointment online.

## **Do you clean small or big offices, by day, one a week, one a month?**

Yes, can handle any job no matter how big or small. We have special equipment and cleaners for these jobs, we only need the quantity of feet square of the place to give a quote.

## **Are you insured and bonded?**

Yes, WCS is insured and bonded. We understand that it is a privilege to be in your home, and we are always careful. In the unfortunate event that an object is damaged, please notify us within 24 hours.

### **Does someone need to be present?**

Whether or not you're at the space during your cleaning appointment is up to you! When you make a booking, you'll be prompted to give us entry instructions. If you have a doorman or can hide a key somewhere, there's no need for you to be home.

In any case, please don't forget about your appointments. We'll remind you with an email or text message, but if the cleaner can't get in the door by following your entry instructions, or if you aren't home when you said you would be, you'll be charged a lock-out fee to pay the gas of the cleaner assigned, **this fees a cost of \$30 dollars.**

### **If there is a problem, who can I call?**

We want to hear from you. If you see a problem while you are booking or the team is in your home, contact us my email **wondercleaningservices1@gmail.com** or by phone **2066980612**. We'll work to quickly correct the problem and guarantee a good service.

### **Tips**

Tips are not required but are certainly appreciated by our cleaners. You can give it in person or by our webside.