

# Privacy policy

## **Fee in case cleaners can not get access**

Its very important in case you do not stay at home left a note at the time you booking in our webside or well left us know at least 12 hrs before start the service, the way to get access, in so many cases customers give us a code or left a key hidden somewhere or inside a lockbock.

In case the cleaner show up and can not get access, we charge a fee to cover the gas expenses \$30 dollars.

## **Is there a rescheduling fee?**

We do not charge for rescheduling as long as it is done before 48 hours of your original booking.

## **Refund Policy**

We do not offer refunds, we get our customers the best possible service available, we realize that we are human and things will happen time to time, in this cases email or call us within 24 hours & we will rectify the error at no charge for any touch up or missed area.

## **Fee cancelation**

You are free to cancel your service at any time, however, we have a fee \$50 if you cancel till 24 hrs previous to take your service or \$70 dollars in case the cancelation be the same day.