



Greater Phoenix Cleaning

RESIDENTIAL & COMMERCIAL • PHOENIX, ARIZONA

The Spotless Home Guarantee

How Your Clean Works With Greater Phoenix Cleaning

We specialize in recurring cleaning and long-term client relationships.



5-Star Checklist

Every room, top to bottom, on every clean.



Your Regular Cleaner

The same cleaner each visit. Prefer someone different? Just ask.



Start With a Deep Clean

Strongly recommended for every new client. It resets your home, so regular visits keep it spotless.



OUR PROMISE

If something isn't right, call us at **(623) 400-8372** within 24 hours of your clean, and text us a photo of the area. We'll schedule a free re-clean of the items you reported at the earliest time that works for you, typically within 2 to 3 days of your report. If you prefer a later time, please be available within 3 days. **Our guarantee is a free re-clean.**

How Your Clean Works

- 1 Your requests, on record.** When you book, we write down every request you give us, and your cleaner has those notes before arriving.
- 2 Initial walkthrough.** If you're home, your cleaner begins with a quick walkthrough alongside you to confirm the scope of work. Point out the rooms and details that matter most to you.
- 3 Before photos.** We photograph your home before we start.
- 4 The clean.** Your cleaning team follows our proven 5-star cleaning checklist, room by room.
- 5 After photos.** We photograph the finished work.
- 6 Final walkthrough.** Your cleaner finishes with a final walkthrough alongside you. Any touch-up is handled during the same visit, and your cleaner doesn't leave until you're 100% satisfied. We strongly recommend being home for this on your first few cleans, beginning with your deep clean, so your cleaner learns what matters most to you.
- 7 Quality check and payment.** After your clean, we call to confirm you were 100% satisfied and had a 5-star experience, and to hear how we can improve. Once you confirm, we charge your card. Busy? We send your invoice with your before-and-after photos, so you can see the results before you pay. Prefer your photos by text or email? Just ask.



Booking and Payment

Everything You Need to Know, in One Place



Confirmations

We'll send reminders before your clean. First clean with us? Please reply to confirm. If we can't reach you by 8:00 a.m. on the day of your clean, we may need to move it to a new date.



Your Arrival Window

Your cleaner will arrive within 2 hours of your scheduled time. For a 10:00 a.m. clean, that's between 10:00 a.m. and 12:00 p.m. Once there, your cleaner stays until your home is spotless.



Rescheduling

Need to change your appointment? Let us know as early as you can.

MORE THAN 24 HOURS BEFORE YOUR APPOINTMENT

Reschedule at no charge.

CHANGES WITHIN 24 HOURS OF YOUR APPOINTMENT

A \$50 fee applies. We add it to your next clean or charge it to your card on file.

This policy applies to every booking. See Booking Terms for lockouts.



The Temporary Card Hold

It works like a hotel holding your card at check-in.

1

24 HOURS BEFORE YOUR CLEAN

We hold the price of your clean. It is not a charge.

2

AFTER YOUR CLEAN

You pay your invoice, or we charge your card after you confirm.

3

A FEW DAYS LATER

The hold drops off on its own. Timing depends on your bank.

If you briefly see the hold and your payment at the same time, the hold is not a second charge. It drops off on its own.



Book Early. Recurring Clients Book First.

We book a limited number of homes each day. Want top booking priority? Ask us about recurring cleans.



Booking Terms

By Booking With Us, You Agree to Everything in This Guide

1 Your Price

Your price is based on the size and condition of your home as described when you book. If your home's size or condition is different, our team will confirm the updated price with you before we start. Anything not on your booking is quoted before we do it.

2 Card on File

A card on file is required to book. 24 hours before your clean, we place a hold for the price of your clean. If the hold is declined, we'll contact you to update your card.

3 Payment

After your clean, you can pay your invoice. If your invoice isn't paid within 24 hours, we automatically charge the card on file.

4 Access to Your Home

During your arrival window, please be home or arrange access with our team in advance; we confirm those arrangements with you privately after booking. If we can't get in during your window, we'll call and text you, then wait 15 minutes. After that, a \$50 lockout fee applies. We add it to your next clean or charge it to your card on file.

5 Safe Working Conditions

Water, electricity, and air conditioning must be on. For safety, our cleaners may stop work if there are bodily fluids, pests, mold, or aggressive pets. If we can't start or finish for these reasons, a \$50 fee applies. We add it to your next clean or charge it to your card on file.

6 Damage

Report any damage within 24 hours of your clean, with photos. Damage claims are handled through our insurance.

7 Photos

We take before and after photos of every clean and send them with your invoice, or by text or email if you prefer. We may share photos of cleaned rooms, such as a clean kitchen or bathroom, on our website and social media. These photos never show personal items or anything that could identify you or your home. Prefer we don't share any photos? Just tell us, and we won't.

8 Your Cleaner

We schedule the same cleaner for you each time. If you would prefer a different cleaner, tell our team and we will arrange a change before your next visit.

9 Updates to This Guide

We update this guide from time to time and post the current version at GreaterPhoenixCleaning.com. The version in effect when you book applies to that booking, so a change we make later never affects a clean you've already scheduled. The date of the current version is at the bottom of every page.



Reply YES to Confirm

After you book, we text you a link to this guide. Reply YES to confirm you have read it and agree. Questions? Call or text (623) 400-8372.