



Welcome Guide

A Guide to Your Professional Cleaning Experience

Sparkle Welcome Guide

- Thank you for choosing *Sparkle* 3
 - Who we are 3
 - What makes us different? 3
 - The Sparkle Way 3
- What is included in your cleaning? 4
 - Customize your experience 4
 - Custom requests 5
- Frequency options..... 5
- Maintaining your recurring service and price 5
 - Grace periods 6
- Cancellation policy 6
 - Eco-friendly cleaning 7
- Pets and animals 7
- Schedule of fees 7
- Damages and accidents 8
- Referral program 8

Thank you for choosing *Sparkle*

We are absolutely delighted to welcome you to the Sparkle Cleaning Group family! Thank you for trusting us to care for your home. Our goal is to provide you with a consistently clean, comfortable, and relaxing space, giving you back the time to focus on what matters most.

Who we are

Sparkle Cleaning Group is more than just a cleaning service; we are a team of dedicated professionals committed to delivering excellence and reliability. We pride ourselves on building lasting relationships with our clients based on trust, open communication, and impeccable service.

What makes us different?

Your peace of mind is our top priority. We build our entire experience around your needs, offering a service that is not only high-quality but also convenient and trustworthy.

- **Client-Focused Flexibility:** We work with your schedule, not against it. From our intuitive online booking portal to being mindful of allergies and sensitivities, your comfort and convenience are at the heart of everything we do.
- **Unwavering Trust and Security:** We know that letting someone into your home requires trust. Our foundation is built on respecting your privacy and security with strict confidentiality protocols and a thorough locking-up process, so you can have complete confidence whether you are home or away.
- **Exceptional Value, Uncompromising Quality:** We believe a clean home should be accessible to everyone. We offer fair, transparent pricing tailored to your specific needs, ensuring you receive a meticulous, detail-oriented clean without ever cutting corners.

The Sparkle Way

The Sparkle Way is our promise to you, built on a foundation of core principles that guide every cleaning. It's our commitment to a higher standard of service.

- **Meticulous and Focused:** We go beyond the obvious. Our methodical, room-by-room process ensures we clean every detail, from the baseboards behind furniture to the tops of picture frames, leaving a consistent sparkle every time.

- Accommodating and Mindful: We listen to your needs. Whether you have allergies, prefer fragrance-free products, or have specific sensitivities, we prioritize your health and comfort by tailoring our approach to you.
- Efficient and Productive: We give you back your time. Our professional techniques allow us to deliver a smarter, faster clean without sacrificing quality, so you can focus on what truly matters to you.
- Secure and Private: We treat your home with the utmost respect. You can trust our professional team to maintain your privacy and ensure your home is left safe and secure after every visit.

What is included in your cleaning?

Our standard cleaning service is comprehensive and designed to keep your home in beautiful condition. Here's a general overview of what we cover in a typical cleaning:

- All Areas: Dusting all surfaces, wiping down light switches and door knobs, vacuuming carpets and rugs, sweeping and mopping hard floors, and emptying trash bins.
- Kitchen: Wiping countertops and cabinet exteriors, cleaning the sink and faucet, cleaning the exterior of all appliances, and cleaning the stovetop.
- Bathrooms: Cleaning and sanitizing toilets, showers, tubs, and sinks. Cleaning countertops and mirrors.
- Bedrooms & Living Areas: Dusting furniture, making beds (if requested), and ensuring a tidy, fresh appearance.

Customize your experience

Your home is unique, and your cleaning service should be too! You can enhance your standard cleaning with our **add-on services**, including:

- Inside Oven Cleaning
- Inside Refrigerator Cleaning
- Interior Window Washing
- Deep Cleaning Baseboards
- And more!

Custom requests

Have a custom request? If there's something specific you need that isn't on our list, please let us know when booking. We will do our best to accommodate your needs.

Frequency options

Consistency is key to maintaining a sparkling home. We offer flexible scheduling to fit your lifestyle and budget. Choose from our most popular options:

- **Weekly:** Ideal for busy households that need constant upkeep.
- **Bi-Weekly (Every 2 Weeks):** Our most popular choice for maintaining a great level of clean.
- **Every 3 Weeks:** A perfect middle ground for homes that don't need weekly attention.
- **Monthly:** A thorough cleaning to reset your home once a month.

Maintaining your recurring service and price

To thank you for your loyalty, we offer special pricing for our recurring clients. To maintain this status and your preferred rate, it's important to keep a consistent schedule. A recurring client must complete at least one cleaning within 30 days of their last appointment.

Scheduling Requirements:

- **Weekly Service:** Your next appointment must be scheduled within 1 week of your last cleaning.
- **Bi-Weekly Service (Every 2 Weeks):** Your next appointment must be scheduled within 2 weeks of your last cleaning.
- **Every 3 Weeks Service:** Your next appointment must be scheduled within 3 weeks of your last cleaning.
- **Monthly Service:** Your next appointment must be scheduled within 30 days of your last cleaning.

Grace periods

We understand that life happens! That's why we offer a grace period to help you keep your recurring rate if you need to reschedule outside your required timeframe or if a service is cancelled.

- For Weekly, Bi-Weekly, and Every 3 Weeks services, you have a 7-day grace period to reschedule.
- For Monthly services, you have a 14-day grace period to reschedule.

If an appointment is not scheduled and completed within these guidelines, a **\$50 restoration fee** will be added to your next cleaning. This fee covers the extra time and detail needed to bring your home back to recurring maintenance standards.

Example scenario

Let's say you are a bi-weekly client and your last cleaning was on Monday, August 4th. To maintain your recurring rate, you would need to schedule your next appointment by Monday, August 18th (within two weeks). If you miss that date, your 7-day grace period begins, giving you until Monday, August 25th to book. If you schedule your appointment anytime before August 25th, you keep your recurring rate with no extra charge. However, if you book your next cleaning on or after August 26th, the \$50 restoration fee would be added to your invoice to cover the extra work needed.

Cancellation policy

We understand that plans can change. For your flexibility, we offer penalty-free cancellations for any reason, as long as they are made at least **24 hours prior** to your scheduled appointment.

Cancellations made less than 24 hours before the scheduled time will result in a cancellation fee. This policy is essential because a late cancellation disrupts our cleaners' schedules and prevents us from serving other clients who may be waiting for an opening. The fee helps compensate our team for their reserved time.

To help you avoid any fees, our system automatically sends reminders about your upcoming appointments. We typically send these 48 hours in advance, giving you ample time to view, confirm, or modify your booking as needed.

We recognize that true emergencies are unavoidable. If you need to cancel within the 24-hour window due to an extenuating circumstance, please contact us directly. We may be able to waive the fee as a one-time courtesy.

Eco-friendly cleaning

We are happy to accommodate your preference for an eco-friendly cleaning service upon request.

Please note our disclosure regarding these products:

- **Effectiveness:** While we strive for the best results, some all-natural or eco-friendly products may not be as effective as traditional chemical cleaners on certain types of buildup, such as tough soap scum, hard water stains, or grease.
- **Client-Provided Products:** To ensure we are using products that meet your specific standards, clients requesting this service **must provide** the cleaning products they wish for us to use.
- **Additional Fees:** An additional fee may apply to account for potential differences in cleaning time and technique required when using non-traditional products. Please discuss this with us during booking.

Pets and animals

We are a pet-friendly company and love your animals! The safety and comfort of your pets are just as important to us as the safety of our team.

To ensure a safe and stress-free environment for everyone, we kindly request that any free-roaming pets be secured in a separate room, crate, or outdoor area while our team is working. This is for your animal's **own safety** to prevent them from accidentally escaping through an open door, getting tangled in cords, or coming into contact with cleaning products before they have dried. Securing your pet also minimizes their stress from the noise and activity and allows our team to clean your home efficiently and without risk.

Schedule of fees

While most of our clients avoid additional fees, we believe in full transparency. Please be aware that the following fees may apply if certain criteria are met.

- Credit Card Processing Fee: 3.8% - 3.9%
- ACH Processing Fee: 1%
- Late Cancellation Fee: \$25.00

- Service Area Surcharge: Varies. We generally do not accept clients outside of our standard service areas. However, for special circumstances where we do, a surcharge will be added to cover travel time and distance. The amount will be determined and agreed upon before the service.

Damages and accidents

The trust you place in us is our highest priority. Our cleaning professionals are trained to treat your home and belongings with the utmost care and respect.

While our team is exceptionally careful, we understand that accidents can happen. In the rare event of an incident resulting in damage, you can have complete peace of mind knowing that Sparkle Cleaning Group is fully licensed and insured. We've got you covered.

If you notice any damage after a cleaning, please notify our office within 24 hours of your appointment. This allows us to document the issue and initiate our resolution process promptly and professionally.

Referral program

Love your clean home? Share the Sparkle with friends and family and get rewarded! We believe the best compliment is a referral, and we want to thank you for spreading the word.

You can earn up to 20% off your next cleaning service when you refer a new client who books with us.

Terms:

- Non-Recurring Client Referrals: Get 10% Off
 - If your referral books a one-time cleaning service (e.g., a move-out clean or a single deep clean), you will receive 10% off your next scheduled cleaning.
- Recurring Client Referrals: Get 20% Off
 - If your referral signs up for a recurring service (weekly, bi-weekly, etc.), you will receive 20% off your next scheduled cleaning.
 - *This discount is applied after your referred client successfully completes their second cleaning appointment with us.*