

Cancellation and Rescheduling Policy

Residential Customers | Houston and surrounding areas

This policy protects reserved cleaning time, crew wages and travel expenses while giving customers reasonable time to change an appointment. Fees apply only after this policy has been disclosed and accepted.

Notice provided	Rescheduling fee	Cancellation fee
48 hours or more	No charge	No charge
24-48 hours	\$25	25% of scheduled service
Less than 24 hours	\$50	50% of service or \$75 minimum
Same-day no-show, lockout or crew dispatched	100% of scheduled service	100% of scheduled service

Residential Example

For a \$200 cleaning: cancellation 24-48 hours before service is \$50; less than 24 hours is \$100; a no-show or lockout after crew dispatch is \$200.

General Terms

Notice: Effective when received by phone, text, email or the approved booking system.

Rescheduling: Subject to crew availability; same-week service is not guaranteed.

Access: Lockout or inability to enter after arrival is a same-day cancellation.

Emergencies: Management may waive one fee for a documented emergency or reliable recurring customer.

Weather and safety: No fee if the Company cancels or travel/work conditions are unsafe.

Payment: Due before the next appointment unless the written agreement says otherwise.

Customer acknowledgment

I acknowledge I received and reviewed this policy. Late changes, no-shows and access problems may result in the charges shown.

Customer or authorized representative

Date

Signature

Account or property
