

# Client Info Sheet

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findthedustbunny.com



**Thank you for choosing Posh!**

**This sheet contains some helpful info that will enable us to make the most of our service to you.**

## Your Cleaning Team

Posh is a professional home cleaning service, fully insured and bonded. Posh staff will always conduct themselves in a **professional, courteous manner**. The staff who clean your home will never smoke, eat, play the radio, answer the telephone or the doorbell. They are there for only one reason – to clean your home!

## Payment

Kindly leave **Cash or Cheque** on your kitchen counter at the time of service. Cheques are made payable to “Posh”. Posh provides envelopes. **Credit Card** payments are called into the office, payment is processed on the day of your service. **Email Transfers** must be sent on the **day prior** to your service visit.

A receipt for your payment will be emailed to you.

HST will be added. We will let you know what your total including HST is prior to your service.

## Scheduled Arrival Times

Posh always does our best to arrive at your home at the scheduled time. **Please allow a 2 hour window for arrival times**. It is unlikely that your team would ever arrive as much as 2 hours later than planned (on some occasions they may be early), however we must accommodate for unforeseen delays which may include weather and traffic. We do our best to contact you if we know that you are expecting us, and you can contact us at any time for an update.

## Prepare for Our Arrival at Your Home

Please remember to leave **security alarms off** and **secure your pets**, if required.

We ask that you take a few minutes the night before your scheduled cleaning to **tidy**. Our service includes arranging cushions, towels, etc. and making beds. Aside from these items, our staff will generally do their best to leave decor, belongings, etc. exactly where they are found.

During winter, we kindly ask that: in order to reduce the risk of injury that you clear your driveway/ walkway of snow/ ice, in anticipation the arrival of our staff.

## Changes to Your Service Date/ Time

Should your scheduled cleaning fall on a **statutory holiday** we will contact you in advance to reschedule.

If you have **vacation** or other plans and you would like to skip one of your cleaning services, please call or email to make arrangements with Posh. Please provide notice at least **48 hours ahead of time**, or more, (the earlier the better :)

Our **Late/ Cancellation/ Lock-Out fee is \$40** however this only applies if you advise us within 48 hours or less of your scheduled time.

**Posh only cleans pest-free homes.**

Rev. May 2, 2016

## Service Guarantee

Posh strives to provide the highest level of quality, service and value to each and every customer. If you are not completely satisfied, please inform us within 24 hours of your service and we will re-clean the area or correct the situation to your satisfaction.

**We Guarantee It.**



**Refer A Friend and Receive 25% + 25% Off Your Next Scheduled Cleaning**



There is no greater compliment to Posh than a referral to someone that you know!

When you refer a friend to use our cleaning services – You will receive **25% off** of your next scheduled cleaning when they book their first appointment!

**In addition:** We will take **25% OFF ANOTHER** scheduled cleaning when they have had recurring service for 3+ months.