



# CLIENT WELCOME GUIDE



Prepared Especially for You!



# EverAfter

C L E A N I N G

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# WELCOME



At EverAfter Cleaning, we specialize in luxury residential cleaning services with meticulous attention to detail and exceptional quality. Based in Edmonton, Alberta, we provide personalized cleaning services tailored to busy professionals, pet owners, and families. We also offer Compassionate Cleaning for those dealing with health challenges or hoarding disorder, as well as small commercial space cleaning. Soon, we'll be expanding into post-construction cleaning!

As a small, woman-owned business, we pride ourselves on offering trustworthy and reliable service.

What sets us apart is our commitment to being True to ourselves, True to our customers, and True to our work. Our core values—authenticity, honesty, trust, and hard work—are the foundation of everything we do.

We know how important your home is, and we're here to help you reclaim your time so you can focus on what matters most. We treat your home with the care and respect it deserves, bringing a little magic to every clean. ✨



# MEET THE TEAM

## KATT HUDSON

*CEO & Cleaning Technician of EverAfter Cleaning*

Hi, I'm Katt! Originally from Moncton, New Brunswick, I moved to Alberta in 2009 and have spent much of my career in roles that focus on helping others, including teaching, animal protection, and working with the unhoused community. I started EverAfter Cleaning in 2023 after a late-in-life ADHD diagnosis led me to realize that traditional work environments weren't the best fit for me. Cleaning, however, allows me to work in a way that honors my strengths—being task-focused, detail-oriented, and physically active.

Running my own business has given me the flexibility to care for my senior dog, McGee, who has been experiencing health issues. It also allows me to offer a service that I genuinely enjoy, while helping others create a clean, safe, and comfortable home.

I started out part-time on Taskrabbit, using basic supplies and learning as I went. Over time, I've refined my skills and invested in top-quality products to ensure every clean meets my high standards. I'm 100% self-taught, and my dedication to constantly improving my craft is something my customers appreciate. They often tell me their homes look better than when they first moved in!

As a classically trained artist, I originally planned to start a business selling artwork, but I soon found that there was a huge demand for cleaning services. My artistic side comes through in my attention to detail!

### *Facts:*

- Originally from NB
- Late-diagnosed ADHDer
- People-Pleasing  
PERFECTIONIST
- Socially Awkward, but  
FRIENDLY and Approachable!
- Loves ANIMALS, Chocolate  
Chip Cookies, and her favourite  
colour is PURPLE
- Sometimes (OK, often!) Talks to  
Herself
- Favourite Cleaning Task: Making  
faucets SPARKLE!

# WHAT TO EXPECT

## RELIABILITY

Katt might be running late every once in awhile, but she will always show up for your scheduled cleaning appointment. She knows how important it is for you to have a clean home and she is dedicated to doing the work!

## TRUSTWORTHY

With a background in teaching, law enforcement (animal protection), and in social services, Katt has been trusted to care for the most vulnerable members of society. You can expect her to treat your home and belongings in the same way.

## QUALITY

Katt is a classically trained artist with an eye for detail. She brings this skill with her to clean your home. She will find dirt and dust in places that you never thought to look! Condemned to self-imposed perfectionism, she is meticulous and will always provide the highest quality cleaning service.

## EFFICIENT

Katt has worked hard to improve her efficiency and continues to seek out methods, systems, and products that will assist her to deliver an efficient cleaning service. She keeps her supplies organized by room, colour codes her microfiber cloths, and even uses timers to challenge herself to beat her times!

## COMPASSIONATE

It's easy to get overwhelmed with the day to day living, and as a person with a hidden disability, Katt knows that things can become unmanageable. She is trauma-informed and empathizes with what you are going through. She is happy to help and be part of the solution to get you where you want to be.



# COMMUNICATION



## BUSINESS HOURS

We are available for cleaning services:  
Tuesday to Saturday, 9:00 AM to 3:00 PM.

We may occasionally make exceptions on a case by case basis.



## PREFERRED CONTACT METHOD

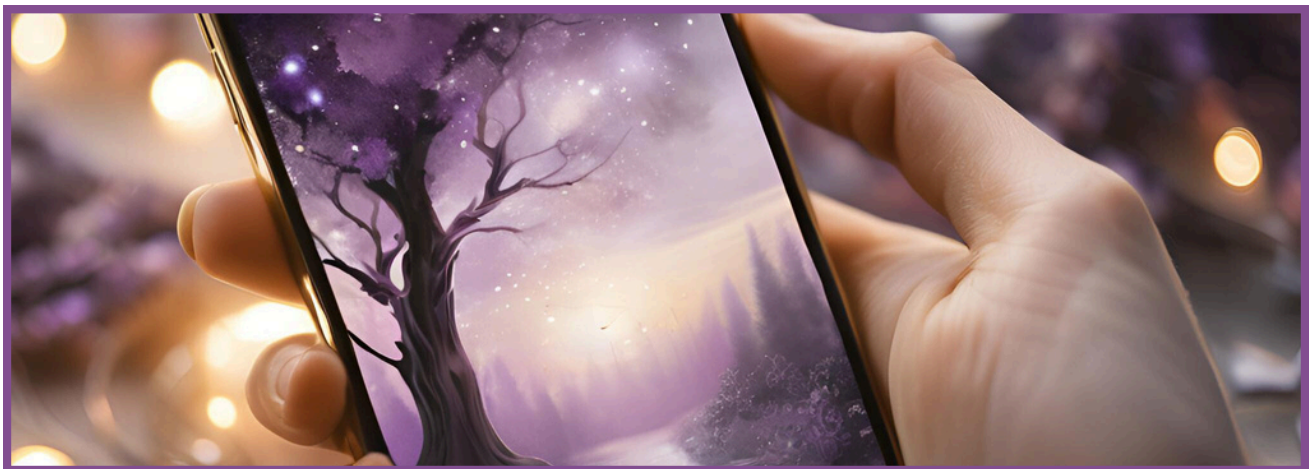
- Text Message
- Email
- Facebook Messenger
- Phone

Texting is always the most preferred and will get the fastest response.



## RESPONSE TIME

As Katt is the owner, operator, and cleaner, she is often cleaning during business hours and cannot always answer the phone. The fastest way to reach her is by text, or email. You can leave her a voicemail, but it might take a day or two for her to call you back.



# THE PROCESS

## STEP 1

### CONTACT US TO REQUEST SERVICES

Contact me through my website, text message, Facebook Messenger, email, or phone and we will get the ball rolling!

## STEP 2

### SCHEDULE AN IN-HOME ESTIMATE

I will schedule a time to meet with you in your home, to get to know you, get a sense of the space, and understanding of your priorities. This ensures we're aligned on expectations and saves time on cleaning day. During the meet-up, I ask questions, take notes, and then I go home and calculate how long it will take me to clean your space.

## STEP 3

### RECEIVE QUOTE

I will send you a quote with a time range of how long I expect the clean will take. This can always be adjusted to reduce time or be broken up over two or more cleaning sessions.

## STEP 4

### SCHEDULE THE CLEANING DAY!

Once you approve your quote, we can figure out a date and time that would work best for you, then I will collect a deposit to secure that date for you.

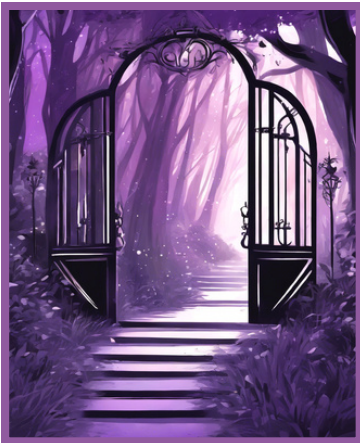
## STEP 5

### REVIEW WELCOME PACKAGE

I will send you a Welcome Package, complete with information about all the services, policies, and everything you need to know for before and after your cleaning. Please read the information provided and sign the document that acknowledges that you understand everything.

# OUR SERVICES

Pricing Starts at \$45 Per Hour



## ONCE UPON A SHINE Bi-Weekly or Monthly Cleaning

Our Standard Recurring Cleaning Package:

- Kitchen top to bottom including inside the microwave.
- Bathrooms top to bottom including the walls.
- Dusting all surfaces, baseboards, touch points, and sanitization.
- Floors vacuumed and washed.



## THE ROYAL TREATMENT Weekly Cleaning

Our Standard Recurring Cleaning Package

- PLUS! One additional area that needs a little touch of magic!



## THE DREAMING BEAUTY One Time or Occasional Cleaning

Applies to:

- First Cleans
- One-Time Cleans
- Cleaning appointments 4+ weeks apart.

Same as our standards cleaning package, but takes longer due to extra build-up and dust.



## THE MAGIC LAMP Priority Cleaning

For customers with financial or time limitations, we can work within your means!

We will need to know:

- How many hours you would like us to clean for.
- A list of rooms and/or tasks that you would like completed in order of priority.

We will work through your list in order, until the agreed upon time.



# OUR SERVICES

Pricing Starts at \$45 Per Hour



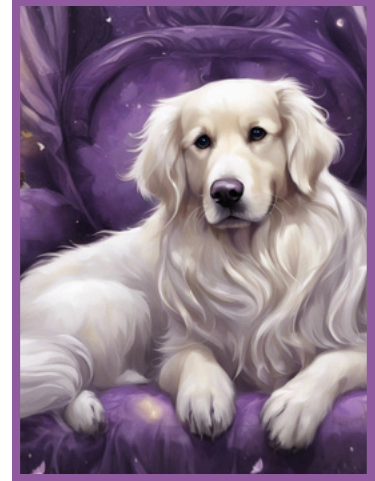
## PAMPERED PAWS For Beloved Familiars

This add-on package ensures that the furry members of your family receive the best possible care.

Available for bi-weekly and weekly customers

Includes:

- Litter scooping
- Outdoor poop-scooping
- Nose & drool marks removed from windows
- Pet furniture vacuuming (cat trees, dog beds, etc.)
- Photos of your pets while you are at work
- Complimentary cat or dog treats (hypoallergenic options available!)



## PIXIE DUST DETAILS À La Carte Extras

Some cleaning tasks that we do not typically include in maintenance cleaning, can be requested to add on, with sufficient notice:

- Dishes
- Windows (Interior Only)
- Window and door tracks
- Baseboards
- Laundry
- Folding
- Grout (in showers)
- Interior and underneath appliances (Oven, Fridge/Freezer, Dishwasher)

# ESTIMATES & QUOTES

## TIME ESTIMATES

The time estimate (especially for your first cleaning) is just that—an estimate. Despite our best efforts, we encounter surprises that can sometimes extend the cleaning time. If we realize mid-cleaning that extra time is needed, we will text you with an updated time and cost. With your approval, we'll continue to completion, or we can stop at the originally allotted time, under the expectation that not everything may be finished – we'll simply get as much done as possible within that time.



## PRICE ADJUSTMENTS

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. Clients will be notified by email and/or in person, when possible. As needs and conditions within a home change, increases or decreases may be necessary. If a Client discontinues recurring service and reinstates service after 3 months or more have passed, the original price is not guaranteed, and a new rate may be given.



# BOOKING & CANCELLATIONS

## MINIMUM CHARGE

There is a minimum charge of three hours or \$165 per clean. This means, if your clean only takes two hours, you will still be charged \$165.

## CONFIRMING YOUR APPOINTMENT

In order to confirm your appointment and secure that date that you requested, a non-refundable deposit is required:

- \$165 for cleans three hours or less
- 50% for estimates greater than \$165

Payment can be made by e-transfer to [everaftercleanyeg@gmail.com](mailto:everaftercleanyeg@gmail.com).

This fee will be deducted from your final invoice and must be paid to complete your booking and lock your cleaning day/time.



## CANCELLATIONS

If you must cancel or reschedule a cleaning, please give us at least 2 business days' notice. This gives us an opportunity to find another home to clean that day. Last-minute notifications make it nearly impossible to find your cleaners replacement work and can cause them financial hardships.

If you must reschedule or cancel service with less than a 48 hours notice, we charge a \$60 fee. If you cancel service with less than 24 hours notice, we charge the full amount for the cleaning.

Our cancellation policy applies to each visit, including scheduled Recurring Cleaning Services. The cancellation policy also applies to

- last minute rescheduling
- lock-outs (if we arrive and cannot gain access to your home for the scheduled appointment)
- lack of adequate parking
- safety concerns

x

# ENTRY & ACCESS

## ENTRY & ACCESS

Please make sure that we have entry into the space where the cleaning will be taking place.

If you will not be home at the time of the service, the cleaner will need access to your home.

Some options include:

- Hiding a key (in a mailbox or underneath a mat)
- Providing us with a spare key ahead of cleaning day
- Leaving a key in a key lock box and providing us with the code to the lock box
- Providing us with an entry code to your door

## ELEVATORS

If you live in an apartment or condo building, your elevator must be in working order and accessible on the main floor for us to transport cleaning supplies.



## APARTMENTS & CONDOS

For clients living in condos or buildings that require buzzer or access codes for entry, we ask that you ensure timely access at the scheduled appointment time.

If a buzzer rings to a phone, please make arrangements to answer the call or provide an alternative method for entry (such as a concierge or key access) in advance.

## LATE & LOCK-OUT POLICY

If we are unable to gain entry within 15 minutes of the scheduled time due to access issues, the time spent waiting will count towards the total cleaning time.

In cases where we are unable to access the building within 30 minutes, the appointment will need to be rescheduled and our cancellation fee will apply (the full cost of the scheduled clean).

Thank you for your cooperation in helping us stay on schedule and provide the best possible service!

# PARKING

## IMPORTANT NOTE:

Your cleaner must carry many heavy supplies to provide the cleaning service. There are some requirements that are necessary to ensure their safety on cleaning day. If we are unable to safely access your home, your service will be canceled and our cancellation policy will apply.

## PARKING

Please make sure that parking is available on the date of service. We require free public parking within a 1 block radius of your home.

In the winter, it must be shoveled and leave enough space to unload our supplies.

If there is no adequate parking available, any one of the following (which must be within a 1 block radius) may be an acceptable alternative:

- a permitted parking space (personal or public)
- a valid parking permit, or
- payment to cover all parking fees incurred while cleaning your home.



If an adequate parking spot cannot be found within a 1 block radius by, nor provided by the customer within 15 minutes of our arrival, your appointment will be canceled or rescheduled and our cancellation policy will apply.



## WALKWAYS & DRIVEWAYS

Please ensure all access routes to your home are safe and clear to pass including driveways and walkways. Snow must be removed from parking areas and sand placed on ice.



# ADDITIONAL FEES

## FUEL SURCHARGE

At EverAfter Cleaning, we are committed to providing high-quality cleaning services to our valued clients. To ensure that we can cover the costs associated with traveling to and from client locations, we have implemented a travel fee policy. This policy applies to all clients and is designed to maintain fairness and transparency.

Travel fees are subject to change based on fluctuations in fuel prices and other travel-related expenses. Clients will be notified in advance of any changes to the travel fee policy.

Travel fees are non-refundable for cancellations with less than 24 hours' notice.

DISTANCE	FEE
0 - 15 km	Included
15 - 20 km	\$5
20 - 25 km	\$7.50
25 - 30 km	\$10
30+ km	\$15+

The travel fee is in addition to the regular cost of your cleaning service. If the cleaning service occurs over a span of multiple dates, the fuel surcharge will apply to each service date.



# ADDITIONAL FEES

## TIDYING/DECLUTTERING

Our primary goal is to provide exceptional cleaning services to ensure your home is spotless and well-maintained. To facilitate an efficient and thorough cleaning, we kindly ask that clients clear surfaces before our arrival for a more comprehensive clean.

One solution to this that works well, is having a basket or storage container to put things in, to temporarily move things out of the way.

To ensure efficiency and maintain our high standards, we follow a 70/30 Clutter Rule for surfaces and spaces.

If a surface or area is 70% or more covered with items or clutter, we will clean around the items rather than moving them. This allows us to focus on the cleaning itself without causing disruption to personal belongings.

For spaces requiring decluttering or tidying before cleaning, please contact us in advance to discuss additional services.

Thank you for your understanding!

- “Client Responsibility:
  - Clients are expected to pick up personal items, toys, clothes, dishes, and any clutter from surfaces and floors before the scheduled cleaning service.
  - Our cleaning team does not offer tidying or decluttering services as part of our standard cleaning packages.
- Additional Charge:
  - If our cleaner arrives and finds that pick-up has not been completed, an additional charge of \$25 will be applied to the service fee. This charge covers the extra time and effort required to work around or move items to clean the area properly.

The additional charge will be clearly indicated on the invoice provided after the service.



# PAYMENT & BILLING

## PAYMENT

Payment is due on the date of service. We accept the following forms of payment: Cash or E-Transfer. We also accept Credit Cards, however, an additional processing fee will apply. Please send e-transfers to [everaftercleanyeg@gmail.com](mailto:everaftercleanyeg@gmail.com).

## LATE PAYMENT

An invoice will be sent to the client within 24 hours of the service completion and payment in full is due upon receipt (within 24 hours). If payment is not received within 24 hours of the invoice receipt, a late payment fee of \$5/day will be applied and the invoice will be adjusted.

EverAfter Cleaning reserves the right to pass the debt on to a collection agency and refer the client's details to credit reporting agencies if the client's account remains overdue past the date of service or the date of the sent invoice.

## TIPPING:

We are grateful for delighted clients gifting tips for services, and this is immensely appreciated but not required. This decision is left to the discretion of the Client. In the case of tips, cash is preferred. Cash tips can be left in a clearly marked envelope in your home or given directly to the cleaner.

## DISCOUNTS & GIFT CERTIFICATES

EverAfter Cleaning reserves the right to alter or withdraw discounts and or account credits for use on future service at any time. Gift Certificates are non-refundable and cannot be exchanged for cash.



# PREPARATION: BEFORE YOUR APPOINTMENT

## SUPPLIES

We provide all of the cleaning supplies, but we ask that clients provide paper towel, garbage bags, and a toilet brush (one per bathroom), in order for us to keep our prices affordable and provide a high quality of service.

If these things are not provided, there will be additional charges added to your bill for the service. These items can be left in the bathroom prior to your cleaning service.



ITEM	FEE
Toilet Brush	\$5
Paper Towel	\$5
Garbage Bag	\$2

## VACUUM POLICY

For sanitary reasons, we request that clients provide their own vacuum cleaner for cleaning services. If you do not have a vacuum cleaner available, a \$25 sanitization fee will be applied for cleaning and sanitizing our equipment after your service.

If we find that your vacuum is not adequate for the job, we reserve the right to use our own vacuum at our discretion. In this case, the sanitization fee will still apply. Additionally, if we need to clean or empty your vacuum cleaner, a \$25 vacuum cleaning fee will be added to your total.

Thank you for your understanding as we work to maintain cleanliness and hygiene standards!

## SPECIALTY SURFACES

If your home has delicate or specialty surfaces, such as copper, bronze, untreated stone, unsealed flooring, or other sensitive materials, we kindly ask that you inform us prior to your cleaning appointment.

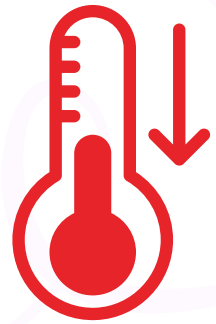
You may provide any specialty cleaning products required for these surfaces, or we can use our own products if preferred. Please note, we take extra care with these surfaces, but using the appropriate products is essential to avoid any potential damage.

If no specialty products are provided and the surfaces require specific care, we may choose to clean around these areas to ensure their preservation.

# PREPARATION: BEFORE YOUR APPOINTMENT

## IN-HOME CLIMATE CONTROL

In-home temperatures should be comfortable before the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. Temperature should be set to 16°C and 20°C (61°F to 68°F) to keep your cleaner safe.



## VALUABLES

If there are any delicate or fragile (valuables, antiques, collectibles, etc.) items that you do not want cleaned, it's preferred that these items are secured and put away to avoid potential accidents. This will offer you peace of mind and eliminate the risk of damage. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please advise us of fragile items (and their suggested care) in special instructions during the walkthrough or when booking your cleaning.



# SAFETY

## BIOHAZARDOUS

Should the home present health risks relating to viral, mold, or bacteria, any insect or rodent infestation (including seasonal), we will not be able to service the home. You will be contacted immediately and the cancellation policy will apply.



## HEIGHTS & HEAVY LIFTING

To protect the health and safety of our Cleaners, we do not climb higher than a 3-step ladder, we do not move anything heavier than 15 lbs., and we do not clean floors on our hands and knees, except for bathroom floors. These types of activities put our cleaning staff at risk for back injuries or could even damage something in your home.

We do not push, pull, or lift heavy items or furniture at all. If there are times when you want us to clean behind or underneath heavy furniture or appliances, we will clean these areas if they have been moved in advance of our arrival. It is also the responsibility of the Client to return heavy items (furniture, appliances, etc.) to the original setting.

## BUGS & PESTS

If there is any bug, insect, or rodent infestation on the property, cleaning will not be able to be completed until the property has been serviced by a pest control professional, including the wait time needed for the infestation to be controlled. This includes the wait time recommended by the pest control technician, which is often a minimum of 2 weeks. Depending on the method that is used to manage the infestation, it is necessary to wait a certain length of time, as the cleaning can interfere with the process.

Occasionally, the customer may not be aware of an infestation, and it may be discovered during the cleaning process. If this occurs, we reserve the right to halt the cleaning process until the matter is dealt with. Payment will be required for the clean in full, even if the cleaner is required to leave earlier than expected, due to the infestation.

If bugs are discovered in any pet dishes/areas during the clean, Animal Control and/or Animal Protection authorities may be notified, as this is a hazard to both the customer and their furry family members.

# EXCLUSIONS

## THINGS WE DO NOT CLEAN



- Properties with any rodent or bug infestations (Must have been already serviced by a pest control service provider - see previous page)
- Clean or remove blood or any bodily fluids (Human or animal urine, feces, vomit, etc.)
- Clean/Shampoo carpet or upholstery
- Odor removal
- Blinds, curtains or fabric window coverings
- Window exteriors
- Window tracks - by special request only.
- Window/door screens or disassembly of windows
- Aged/Peeling window frames
- Popcorn/textured ceilings and walls
- Any outdoor areas (balconies, porches, decks, garages) - sweeping only and weather permitted.
- BBQ's or grills
- HVAC/Inside vents, air ducts and heaters/Furnace
- Fireplaces (light dusting is okay)
- Junk removal (furniture or large, bulky items)
- Clogged toilets and drain cleaning
- Reseal grout and re-caulking
- Electronic screens including televisions (dry dusting only and will wipe the frames)
- Light bulbs & lighting fixtures (dry dust exterior only)
- Delicate high hanging light fixtures such as chandeliers
- Interior of curio cabinets or hutch interiors (dry dust exterior only)
- Children's toys
- Ironing

# DURING YOUR APPOINTMENT

## BEING HOME WITH THE CLEANERS

At EverAfter Cleaning, we strive to provide thorough and efficient cleaning services while respecting our clients' privacy and comfort. To ensure the best possible cleaning experience for both our clients and cleaners, we kindly request that clients make arrangements to be away from the premises during the cleaning appointment.

- Privacy and Efficiency:
  - Cleaning can be a detailed and sometimes noisy process, which is why we find that our team can work most effectively when clients are not present.
  - Our goal is to respect your space and provide a thorough cleaning without causing any inconvenience or disruption to your day.



- Client Accommodations:
  - We understand that it may not always be possible to vacate the premises during the cleaning appointment. In such cases, we kindly ask that clients remain in a separate area of the home to allow our team to work efficiently.
- Safety and Security:
  - Our team members are trained professionals who prioritize safety and security. You can trust that your home is in good hands during the cleaning process.
- Client Cooperation:
  - Your cooperation in adhering to this policy is greatly appreciated and helps us maintain our high standards of service.

If you have any special requests or concerns regarding this policy, please feel free to discuss them with us.

# DURING YOUR APPOINTMENT

## ARRIVAL TIMES

At EverAfter Cleaning, we strive to arrive at all appointments on time, but due to the nature of our work and the unpredictability of traffic, we schedule our services with an arrival window.

This means that your cleaning appointment will have a 30-90 minute window for the start time. For example, if your appointment is scheduled for 9:00 AM, our cleaner may arrive anytime between 9:00 AM and 10:00 AM.

This policy ensures that we can give every client the time and attention they deserve without rushing. We will do our best to notify you of any major delays beyond the scheduled window. Thank you for your understanding and flexibility!

## PHOTO/VIDEO DOCUMENTATION

From time to time, we make videos or take before and after photos of the homes we clean. The photos we take are used for insurance and liability purposes, for reference, and sometimes to showcase our work. They may be posted on social media channels. If you do not want photos or videos taken in your home, please let us know and we will honor your request.



## PETS

We ask that pets be put away during mopping to ensure that your home gets the finish it deserves. This not only leaves your floors spotless but protects your furry friends from potential hazards such as slipping. If your pets are out during mopping, we are not responsible for dirty footprints or fallen pet hair after we mop.

# CUSTOMER SATISFACTION

## OUR COMMITMENT TO QUALITY SERVICE

Since cleaning is a very personalized and subjective service, we cannot offer refunds to Clients. However, we want you to be 100% satisfied with our services! If a task was not completed to your satisfaction or was missed during our visit (and your home is as described (in size, number of rooms, etc., and in average condition), simply contact us before 11 am the day following your cleaning, and we will make every effort to address your concern. We must be notified within 24 hours of your cleaning appointment, to honour your complaint.

We will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you. Re-clean must be scheduled and performed within 2 business days of the original service date.

We highly recommend that you attend our Walk-Throughs at the beginning and end of the service, to communicate your expectations. Although we know how to clean, we do not know every area or priority of your property.



Special note: Time-based Cleaning Service appointments: When you pay for a time-limited clean, instead of a full-to-completion clean, you agree to the cleaner leaving the worksite, regardless if there is more work to do. Hence, we are not responsible for unfinished areas.

This also applies to move-out situations where we are not able to gain access to rectify any issues within 2 business days of the service. If we are not able to return to fix something that was missed because the property is no longer in your possession, we cannot honor our guarantee and we do not offer refunds. If this is your scenario, you must be able to inspect the cleaning at the time of completion to ensure you are satisfied before we leave – we highly recommend booking move-out services with some time to spare.

Please note EverAfter Cleaning is not responsible for the restoration of severely worn, stained, or mildewed/mold caulking and grout, trim, paint or carpeting. Grease build-up and or stains on the Hood Fan cannot be guaranteed to be removed, but we will do our best.



# ACCIDENTAL DAMAGE

## ACCIDENTAL DAMAGE

EverAfter Cleaning promises to conduct themselves professionally in your home at all times. However, regrettably and although uncommon, there are times when items may be accidentally broken or damaged. If we break or damage something in your home, we will do our best to make it right.

In the event of accidental damage, it must be reported to the company within 24 hours from the completion of the service to properly investigate the issue. An email along with photographs of the issue must be emailed to [everaftercleanyeg@gmail.com](mailto:everaftercleanyeg@gmail.com). We cannot guarantee reimbursement for any damages reported more than 24 hours after the end of the cleaning appointment. We will work with you to determine a solution. If we do not receive supporting photos and/or email responses to any attempt to discuss any issue with you within 24 hours of our initial response, we reserve the right to waive the issue and will not provide any compensation or pursue the issue further.



If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item instead of paying for the value of the damaged item. EverAfter Cleaning reserves the right to contract suitable professionals to repair damages and will make payment arrangements directly to its contractors to settle any damage and/or repair.

EverAfter Cleaning is not responsible for improperly functioning furniture, items that were damaged because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface), or items that were broken or damaged before the arrival of the Cleaning Staffs.

We limit our liability, at a maximum, to the total value of your cleaning service for any claims that may arise.

# CLIENT BEST PRACTICES

**All of our favourite customers do these things!**



## OPEN COMMUNICATION

Always let us know if there is something that you're not happy with. We aim to please and will do our best to resolve any concern that you may have!



## READ POLICIES

Make sure you've read and understood all of our policies before your cleaning day, to know what to expect and prevent any misunderstandings.



## ADEQUATE NOTICE

If you need to cancel or reschedule, let us know as soon as possible so that we have time to find a replacement cleaning and a day to reschedule you for.



## TIMELY PAYMENT

Payment is due on the date of service. Please pay on time to avoid any late fees.



## PROVIDE FEEDBACK

Please leave us a review so we can find more customers as amazing as you! :)

# FAQS

## **Who will be coming to do the cleaning?**

I don't have any employees- I'm a one-woman show and I prefer to clean alone. If I ever feel like I might need some extra help, I will let you know ahead of time, so that you know what to expect.

## **What kind of cleaning products do you use?**

I have experimented with a lot of different products and have a variety of different cleaning chemicals in my toolkit. I typically use the most mild, non-toxic, eco-friendly cleaner as I can, but in order to be efficient, I sometimes need to use something stronger. If you have children or pets, I always keep this in mind when I'm planning the clean, to keep everyone safe. If you have any fragrance or chemical allergies, please let me know ahead of time, so that I can accommodate.

## **Are you a maid, a housekeeper, or a house cleaner?**

I am a house cleaner.

# FAQS

## **What's the difference between a maid, a housekeeper, and a cleaner?**

The terms "house cleaner," "housekeeper," and "maid" are often used interchangeably, but there are some distinctions in their roles and responsibilities.

**Maid:** The term "maid" is often used synonymously with housekeeper or house cleaner. Traditionally, a maid referred to a domestic worker who lived in the household and provided a range of cleaning and household services. Their duties included cleaning, tidying up, doing dishes, picking up odd items, making beds, laundry, and neatening messes. It is a less intense version of housekeeping that does not involve cooking.

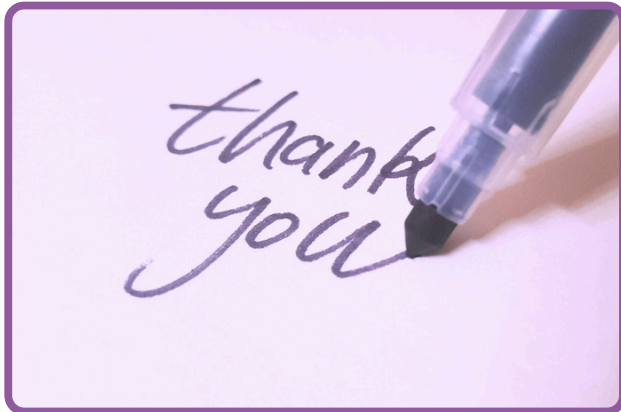
**Housekeeper:** A housekeeper generally performs a broader range of duties compared to a house cleaner. In addition to cleaning tasks, a housekeeper may also be responsible for organizing, laundry, grocery shopping, meal preparation, and other household chores. Housekeepers often work on a regular basis and may have a more comprehensive role in managing the household. Housekeepers are typically employed by households with more extensive needs, such as large estates or families with multiple homes.

**House Cleaner:** A house cleaner focuses on making surfaces clean. They wipe down counters, sweep and mop floors, vacuum carpets, dust, remove cobwebs, scrub tubs and toilets, take out the garbage, and remove dirt, crumbs, and sticky messes from the house. House cleaners may be hired for deep cleaning on a one-time basis or on a regular schedule for maintenance cleaning.

Overall, the key differences between these roles lie in the scope of duties and responsibilities. A house cleaner primarily focuses on cleaning tasks, a housekeeper may take on a broader range of household chores beyond cleaning, and a maid historically referred to a live-in domestic worker but is now less commonly used.

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780-919-1866



everaftercleanyeg@gmail.com



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