GUIDE COLLECTION

Your guide to thoughtful care.

Start with the Care Menu, then open the individual guide that fits your priorities. Each guide explains its selected care, professional approach, preparation and limits. The full collection is a reference; each individual guide is two pages.

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THE CARE MENU

Care chosen for your home.

Tell us which spaces matter and how you would like them cared for. We help shape a suitable plan for your home, with clear tasks and professional methods. The three starting prices below guide the conversation; your individual written quote confirms the final scope, price and any applicable tax.

White Glove Deep Cleaning Experience™ — Starting at $1,500

Individually assessed deeper care for agreed kitchens, bathrooms, floors and accessible details. Suitable buildup care, trim, interior windows and blinds are selected within the written scope, with a final review.

Signature Deep Cleaning — Starting at $850

Routine kitchen, bathroom and floor care with expanded light dusting on agreed accessible blinds, interior windows, sills, baseboards and furniture. Those dusting tasks do not include intensive scrubbing or heavy-buildup removal.

Essential Refresh™ — Starting at $400

Routine care for a maintainable home: agreed kitchen and bathroom surfaces, selected floors and light dusting of cleared, reachable surfaces.

Focused Essentials — Individually quoted

Routine attention to the bathrooms and floor areas you choose, with a final review of those selected spaces.

Essentials Plus — Individually quoted

Selected bathrooms and floors, plus routine kitchen counters, sink and accessible appliance exteriors. Appliance interiors and intensive degreasing are not automatically included.

Focused Deep Reset — Individually quoted

Assessed deeper care for selected approved rooms. Your room-specific plan names the surfaces and details to be cared for.

Build Your Care — Individually quoted

Choose the rooms, approved tasks and proposed rhythm. We assess the combination and prepare one written scope; additional services remain separately approved.

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THE CARE MENU

How we prepare your care.

A plan for your materials

We review surface materials, finish, condition, buildup, prior treatments and safe access before selecting suitable products, equipment and methods. The same approach is not right for every surface. Your quote identifies the approved areas and tasks; assessment does not automatically add restoration or extra work.

Same size, different needs

Imagine two homes of 2,500 square feet each. One is regularly maintained with clear surfaces; the other has older buildup, delicate finishes and restricted access. Their plans may differ. This hypothetical example shows why the final quote considers condition, materials and selected tasks alongside size.

What we mean by trim

Trim means baseboards, door and window casings and other finishing moldings. We identify the selected pieces in your proposal; care is limited to that agreed selection.

Windows and honest results

Only agreed accessible interior glass, sills, frames and blinds are included. Tracks, channels and exterior window work are excluded. Materials and condition limit results; stains or embedded dust may remain. Complete restoration is not promised, and ongoing maintenance is arranged separately.

A prepared, safe home

Clear agreed surfaces, secure valuables and disclose fragile or loose items. We do not move heavy furniture, loaded tables or pet enclosures. Pet waste, litter boxes, cages and pet belongings are not cleaned or handled. Keep pets away; blocked or unsafe work is recorded as not performed.

One clear agreement

No on-site additions or room-for-room swaps. Advance revisions need review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Existing accepted agreements remain protected; your signed order governs scope, scheduling, payment and applicable rights.

SERVICE GUIDE

White Glove Deep Cleaning Experience™

Starting at $1,500

White Glove begins with a closer conversation about the areas that matter to you and the condition of your home. We build an individual deep-cleaning scope for those accessible spaces, with attention to suitable detail work and an agreed final review. We confirm the rooms, tasks and quantities in your written plan so the team arrives prepared for the work you choose.

How we approach your care

We look at finishes, existing wear, buildup, previous treatments and safe access before selecting suitable methods. Buildup on approved shower glass, for example, may respond differently from dust on a delicate blind. When trim is selected, it means the agreed baseboards, door or window casings and finishing moldings. We identify the selected pieces in your proposal. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Agreed kitchens, bathroom suites, toilets, sinks, mirrors, showers, shower glass and tubs.
- Suitable cleaning of buildup within the approved material and condition limits.
- Accessible trim, baseboards, corners and cleared furniture surfaces.
- Agreed accessible interior window glass, interior sills, frames and blinds.
- Material-appropriate cleaning of the agreed floors.
- Final review by room within the agreed scope.
- Existing bedding presentation and bin collection only when expressly included.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Blind care depends on material, finish and condition; stains, discoloration or embedded dust may remain. Fragile blinds may need limited care. We recommend two White Glove visits per year, with separately arranged maintenance between, to revisit buildup and accessible details. Your home may need a different rhythm; complete restoration is not promised.

Before we arrive

Identify window and blind quantities, delicate finishes, loose items and anything to leave untouched. Clear agreed surfaces before arrival.

Outside this selection

- Window tracks, channels, exterior window glass or exterior window work.
- Appliance interiors, specialty restoration or unlisted areas by default.
- Steam or specialized treatment, leadership welcome and a particular crew size unless individually confirmed in writing.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Signature Deep Cleaning

Starting at $850

This service brings routine kitchen, bathroom and floor cleaning together with a wider selection of accessible surfaces for light dusting. It can suit a home whose agreed detail areas need attention beyond the usual maintenance list. We identify those areas together and prepare a clear visit plan for the routine care and light dusting you choose.

How we approach your care

We review the material, finish and condition of the selected blinds, interior window areas, baseboards and furniture surfaces. We then plan the agreed light-dusting work around safe access and material suitability. A blind with loose or deteriorated parts, for example, may need limited care or be left untouched after discussion. Washing, scrubbing and removal of bonded buildup require a different assessed scope. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Routine cleaning of agreed kitchen surfaces, bathrooms and floors.
- The agreed toilets, sinks, mirrors, tubs and showers.
- Expanded light dusting of accessible single, double or triple blinds, interior windows and sills, baseboards, overlooked areas and cleared furniture surfaces.
- Light presentation of existing bedding only when included in writing.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Light dusting and deep detailing are different tasks. Stains, bonded buildup or deterioration may remain; work beyond agreed dusting needs separate assessment and approval. We recommend three Signature visits per year, with separately arranged maintenance between, to revisit dust and selected details. Your materials, condition and household routine determine the right rhythm.

Before we arrive

Identify the exact window, blind and baseboard areas you want considered. Clear surfaces and tell us about loose slats, delicate finishes and any areas that should remain untouched.

Outside this selection

- The expanded dusting does not include washing, scrubbing, polishing, detailed cleaning, restoration or heavy-buildup removal on those surfaces.
- Appliance interiors require a separately approved eligible enhancement. Household trash and recycling collection must be separately itemized.
- No high-access work or bed making.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Essential Refresh™

Starting at $400

A familiar routine can make caring for your home easier. Essential Refresh is intended for agreed areas already in maintainable condition. We talk through the kitchen, bathrooms, floors and cleared surfaces you would like included, then put that selection in writing so you know what to expect.

How we approach your care

We consider what each selected surface is made of, its finish and its condition before choosing an appropriate cleaning method. For example, the care suitable for an agreed floor may differ from the care suitable for a bathroom fixture. If we find heavier buildup than a maintenance visit can address, we explain it and assess any additional work separately. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Kitchen counters, sink and accessible appliance exteriors.
- Bathroom toilets, sinks, mirrors, tubs and showers in the agreed rooms.
- Vacuuming, sweeping and material-appropriate mopping of the selected floors.
- Light dusting of cleared, safely reachable surfaces.
- Light presentation of existing bedding when agreed; no linen changes.
- Household bin/recycling collection only when expressly included or separately itemized.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

A maintenance visit is not a deep reset. If accumulated condition exceeds this scope, we assess and quote any additional work before approval.

Before we arrive

Clear counters, floors and agreed surfaces. If bin collection is included, provide liners and on-property disposal capacity.

Outside this selection

- Expanded blind, window, baseboard or fixture detailing and heavy buildup removal.
- Bed making, mattress cleaning, restoration and appliance interiors unless an eligible separate enhancement is approved.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Move-In Cleaning

Preparing to move in is easier with a clear plan for the actual property. We discuss which rooms will be accessible, what will already be in the home and which kitchen, bathroom and floor tasks you want considered. Your written scope connects that selection with the agreed service visit and handoff arrangements.

How we approach your care

We assess materials, condition, previous treatments and access in the named areas, then select methods appropriate for the approved work. An empty home still needs an exact scope: an open closet or an empty cabinet does not make its interior included. Appliance interiors, windows or blinds are considered individually and appear in the order only when expressly agreed. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Cleaning of the named rooms, accessible interior surfaces and floors.
- Kitchen and bathroom work identified in the written scope.
- Accessible interior glass, sills, frames or blinds only where expressly selected.
- Appliance interior work only as individually identified in the order.
- Handoff planning for the agreed vacant or occupied condition.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

No guarantee of deposit return, lease compliance, landlord acceptance or completion before movers arrive. The confirmed service appointment and property handoff are separate.

Before we arrive

Confirm occupancy, utilities, access and which belongings will remain. Clear the agreed areas; arrange moving and handoff separately.

Outside this selection

- Closet floors and interiors, cabinet/drawer interiors and storage interiors for new orders.
- Belongings removal, bulky or hazardous waste, detached or exterior areas and heavy moving.
- Window tracks, channels and exterior window work.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Move-Out Cleaning

A move-out visit should be easy to understand before moving day arrives. We help define the rooms, surfaces and selected tasks for one property, taking the expected occupancy and remaining belongings into account. That written plan supports an orderly handoff while keeping the cleaning appointment separate from movers, lease requirements and other arrangements.

How we approach your care

We review the actual condition and accessible materials before selecting suitable methods for the approved rooms. A floor with wear may need different expectations from a surface with removable dust. We also identify each agreed appliance interior and any window or blind care. Previously agreed microwave inclusion is honored without duplicate billing; unlisted storage interiors remain outside the new scope. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Cleaning of the named rooms, accessible interior surfaces and floors.
- Kitchen and bathroom work identified in the written scope.
- Accessible interior glass, sills, frames or blinds only where expressly selected.
- Appliance interior work only as individually identified in the order.
- For move-out, honor any agreed microwave interior inclusion without duplicate billing.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

No guarantee of deposit return, lease compliance, landlord acceptance or completion before movers arrive. The confirmed service appointment and property handoff are separate.

Before we arrive

Confirm occupancy, utilities, access and which belongings will remain. Clear the agreed areas; arrange moving and handoff separately.

Outside this selection

- Closet floors and interiors, cabinet/drawer interiors and storage interiors for new orders.
- Belongings removal, bulky or hazardous waste, detached or exterior areas and heavy moving.
- Window tracks, channels and exterior window work.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Home Preservation Plan™

Home Preservation gives the agreed areas of your home a consistent care rhythm. We discuss your priorities, practical preferences and the condition between visits, then record the rooms and tasks for your chosen plan. The aim is a clear routine you can understand, with deeper care considered separately when the home needs it.

How we approach your care

We plan recurring work around the selected materials and finishes, safe access and the maintenance scope you accepted. A room used more often may develop buildup at a different pace; that observation can inform a care review without automatically adding tasks or charges. An initial reset, periodic deeper work or a changed scope is individually assessed and agreed before it becomes part of the plan. The team prepares suitable professional products and tools for the approved work.

Your selected care

- The selected maintenance scope, rooms and tasks recorded for each visit.
- Where Essential Refresh is selected: agreed kitchen surfaces, bathroom fixtures, floors and light reachable-surface dusting.
- Your agreed cadence, service preferences and visit preparation notes.
- An initial reset and periodic deeper care only when separately assessed and agreed.
- A care review only where included in the selected written plan.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

The plan helps manage recurring buildup; it does not promise a permanently dust-free home. Changes in condition or missed visits may call for a new assessed scope.

Before we arrive

Keep the agreed areas accessible each visit and tell Client Care about changes in materials, occupancy, pets or priorities.

Outside this selection

- Automatic deep-detail work, restoration, appliance interiors, windows/blinds or extra rooms.
- Automatic Society membership, annual fees or permission for additional charges.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Signature Carpet Restoration™

Carpet care begins with understanding the rooms you use and the concerns you would like us to assess. We review the selected carpet, its condition and any treatments already applied, then define suitable work with you. You receive a plan for the selected areas, suitable treatments and practical aftercare.

How we approach your care

We consider the carpet fibers, visible wear, stain history and safe access before agreeing on a cleaning method. For example, a frequently used walkway may need different attention from a lightly used bedroom. Extraction, edge care or a targeted stain treatment is included only when suitable and recorded in your order. We explain known limits and the aftercare for the actual service. Some discoloration or wear may remain, and drying time varies with the conditions.

Your selected care

- Review the approved areas, fibers, prior treatments, wear and stains.
- Agreed cleaning method and targeted treatment for selected areas.
- Professional extraction, edge or traffic-lane attention when included and suitable.
- Pet or specialty stain treatment only when separately itemized and suitable.
- Review of the serviced areas and drying/aftercare guidance.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Stains, odor, discoloration and wear may remain. We do not promise uniform appearance or a fixed drying time. Follow the actual re-entry and care instructions.

Before we arrive

Clear small belongings and arrange safe access. Identify prior chemicals, spills and pet concerns. Keep people and pets away until the team confirms appropriate aftercare conditions.

Outside this selection

- Fiber repair, replacement, heavy furniture moving or unapproved delicate textiles.
- Pet waste, pet accessories, cages, litter boxes, padding/subfloor remediation or work outside the named areas.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

Changes with clear approval. Advance revisions need assessment and a change signed by you and an authorized company representative before changed work. We respect withdrawn access and stop instructions immediately. Your agreement controls scheduling, payment and applicable rights, while prior accepted terms remain protected.

SERVICE GUIDE

Signature Tile & Grout Restoration™

Tile and grout do not all respond to cleaning in the same way. We begin with the surfaces you want cared for, the finish and the condition of the joints between tiles. This helps us explain what may improve, what may remain and which areas can be included in a suitable written plan.

How we approach your care

We review the material, grout condition, previous products and any known damage before selecting the agreed treatment. For example, delicate stone and worn grout may place different limits on the work than sound ceramic tile. Treatment, rinsing or extraction and edge attention follow the approved method and scope. Cleaning does not replace missing grout, repair cracks or automatically include sealing. We explain the expected limits and provide drying and re-entry guidance for the work performed.

Your selected care

- Review material, finish, grout condition, earlier treatments and damage.
- Targeted care of the grout lines and tile in the selected areas.
- Suitable treatment, extraction/rinse and edge attention within the written method.
- Drying and re-entry instructions for the actual service.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

Porosity, previous products, age and condition can limit improvement. Original grout color is not guaranteed. Any sealing or specialty treatment requires separate suitability review and written approval.

Before we arrive

Identify delicate stone, failing grout, prior sealers and known damage. Clear the approved floors without asking staff to move heavy items.

Outside this selection

- Installation, structural repair, cracked or loose surface repair, missing caulk or automatic resealing.
- Elevated access, unapproved specialty treatment and surfaces outside the order.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

Changes with clear approval. Advance revisions need assessment and a change signed by you and an authorized company representative before changed work. We respect withdrawn access and stop instructions immediately. Your agreement controls scheduling, payment and applicable rights, while prior accepted terms remain protected.

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SERVICE GUIDE

Market-Ready Solutions™

A property milestone brings several people and deadlines together. Market-Ready Solutions helps define the cleaning and presentation tasks for the areas your authorized owner or agent selects. We begin with the property’s condition and intended handoff, then set out a specific scope so cleaning responsibilities and other project work remain clear.

How we approach your care

We review accessible surfaces, material limitations, buildup and the particular tasks requested before recommending suitable methods. A refresh of agreed rooms and a separately approved restoration item need different planning. We name each selected task and coordinate the authorized handoff; painting, repairs, purchases and outside vendors do not become included simply because a property is being prepared for the market. The team prepares suitable professional products and tools for the approved work.

Your selected care

- Owner- or agent-authorized cleaning of the specified property and areas.
- The selected transformation, refresh or presentation tasks in the written scope.
- Individually approved restoration or specialty items, listed separately.
- Final review and an authorized handoff arrangement.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

Cleaning and presentation do not guarantee a sale, valuation, rental outcome or photographer readiness. Showing/photo deadlines and the confirmed service window must be coordinated separately.

Before we arrive

Identify the authorized decision maker, exact rooms, target condition and handoff deadline. Secure belongings and provide safe access.

Outside this selection

- Automatic painting, repairs, outside vendors, sourcing, extra properties or unlisted cleaning.
- Possession or key transfer without authorized arrangements.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Commercial Diamond Standard™

A professional space has its own rhythm, materials and access needs. We start with the areas your authorized contact wants maintained and the times when work can be carried out safely. The resulting plan identifies the selected rooms, tasks and frequency, helping your team understand what each agreed visit is intended to cover.

How we approach your care

We consider floor and surface materials, daily use, visible condition, site restrictions and the approved work window. For example, a selected breakroom and restroom have different tasks from a cleared meeting table or reception floor. Suitable cleaning methods follow the agreed surfaces and site instructions. Specialty floor work, restoration or deeper cleaning is listed separately when approved. Confidential papers and personal items should be secured, and this service does not imply regulated sanitation or unverified specialist work.

Your selected care

- Named offices, workstations, meeting rooms, reception and common areas.
- Selected restrooms, breakrooms and accessible high-touch surfaces.
- Agreed floors and interior glass; specialty floor work listed separately.
- The agreed work window, frequency, site instructions and completion records.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Facility size, materials, use and restrictions determine the plan. Vendor registration or a purchase request is not authorization to start work.

Before we arrive

Confirm the authorized signer/site contact, safe access and operating restrictions. Secure confidential materials and clear approved work surfaces.

Outside this selection

- Unlisted sites, regulated sanitation, hazardous material handling or specialized facility work without verified qualifications.
- Automatic deep cleaning, restoration, painting or exterior work beyond the signed scope.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Private Concierge™

Private Concierge begins with the household coordination you would like help organizing. We listen to the requested tasks, timing and preferences, then identify responsibilities with you. The written proposal names the residence, deliverables, contact arrangements and budget authority so everyone understands what has actually been approved.

How we approach your care

We turn the requested coordination into specific tasks and agreed communication steps. For example, arranging an approved arrival preparation does not automatically include cleaning, purchases, flowers or another provider's work. If cleaning is separately selected, its surfaces, materials, condition and suitable method receive their own scope assessment. Purchases require express budget and purchasing authority. Access arrangements are confirmed privately, and third-party results remain outside any guarantee; each responsibility stays tied to the written proposal.

Your selected care

- Specified household coordination tasks with named deliverables and dates.
- A designated contact/advisor and agreed communication arrangements.
- Cleaning, arrival preparation or vendor coordination only where individually listed.
- Purchases or sourcing only within express budget and purchasing authority.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

The proposal sets each responsibility. Third-party outcomes are not guaranteed, and optional services remain individually approved.

Before we arrive

Share the requested coordination, authorized contacts, timing and budget limits. Keep access credentials out of general documents.

Outside this selection

- Unlimited availability, open-ended spending, home inspection, medical or security services.
- Automatic florals, gifts, outside-provider work, additional visits or Society enrollment.

Your individual proposal

The proposal names the tasks, timing, access, contacts and authorized spending limits. We confirm the coordination you want and the approval needed for any purchases or additional visits. Home size provides context; your selected responsibilities define the plan.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

Changes with clear approval. Advance revisions need assessment and a change signed by you and an authorized company representative before changed work. We respect withdrawn access and stop instructions immediately. Your agreement controls scheduling, payment and applicable rights, while prior accepted terms remain protected.

SERVICE GUIDE

Pet & Odor Refresh Treatment™

An odor concern deserves a clear conversation before a treatment is chosen. Tell us where you notice it, how long it has been present and what has already been tried. We assess the approved carpet or surfaces and explain the cleaning options within our scope, including the limits of what surface care can address.

How we approach your care

The plan considers the material, visible condition, reported odor history and prior products. Suitable surface care or carpet extraction may be selected and quoted for the named areas. For example, treating an approved carpet surface does not include removing or replacing the padding beneath it. We discuss practical airflow and aftercare for the agreed work. Because a source can lie beyond the surface, complete or permanent odor removal is not promised; a qualified specialist or replacement may be needed.

Your selected care

- Assessment of the selected areas, materials and reported odor history.
- Suitable targeted surface care or carpet extraction when separately selected.
- Practical airflow and aftercare recommendations for the agreed work.
- Follow-up evaluation only when included in the written plan.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Odor can originate beyond the cleaned surface. Complete or permanent elimination is not guaranteed; replacement or a qualified specialist may be needed.

Before we arrive

Identify affected areas and prior treatments. Secure pets separately and clear pet belongings without requesting staff handling.

Outside this selection

- Animal care, pet waste, cages, crates, litter boxes, bowls, toys or other pet belongings.
- Mold/biohazard remediation, plumbing/HVAC repair, subfloor replacement or environmental certification.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

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SERVICE GUIDE

Exterior Surface Refresh™

This service is for selected concrete areas around your property, such as an agreed driveway, walkway or patio. We begin by identifying the exact surfaces and reviewing their condition with you. The aim is a clear, suitable washing plan, with honest expectations about old staining, existing damage and the limits of the approved work.

How we approach your care

We review the agreed concrete flatwork, visible soil, existing cracks or coating issues and access to the wash area. The approved service uses cold-water pressure washing and rinsing, with loose-debris clearing and the selected edges and transitions included in the written scope. A weathered walkway may improve while a deep oil mark remains visible. Washing is not crack repair, resurfacing or heat-based degreasing, and it does not extend to roofs, siding or exterior windows.

Your selected care

- Walkthrough of selected driveways, walkways, sidewalks, patios or concrete porches.
- Clearing loose debris from the wash area.
- Cold-water pressure washing and rinse of the agreed concrete.
- Attention to agreed edges and transitions, followed by final review.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Deep oil, rust, paint and long-standing discoloration can remain. Washing does not repair spalling, cracks or existing coating failure.

Before we arrive

Provide a working outdoor water spigot. Move vehicles, furniture and planters beforehand; keep pets away from the wash area.

Outside this selection

- Roof washing, gutters, siding/stucco soft washing and exterior window work.
- Heat-based degreasing, resurfacing, crack repair or sealer repair.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

Changes with clear approval. Advance revisions need assessment and a change signed by you and an authorized company representative before changed work. We respect withdrawn access and stop instructions immediately. Your agreement controls scheduling, payment and applicable rights, while prior accepted terms remain protected.

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SERVICE GUIDE

Interior Painting & Wall Refresh

A wall refresh begins with the particular room or surface you would like to improve. We review the requested finish, existing paint and any small repairs proposed before agreeing on the work. Your written plan identifies the exact interior surfaces and preparation, so a selected touch-up does not become an open-ended painting project.

How we approach your care

We consider the surface condition, existing texture, known damage, requested finish and suitable materials. For example, filling a small nail hole can be included when identified in the quote, while larger wall repairs require a different assessment and are not implied. Preparation, protection, painting and final review follow the approved scope. Trim means the finishing pieces around a room, such as baseboards and door or window casings; only the expressly agreed pieces are included.

Your selected care

- The selected interior rooms, accent walls, trim, baseboards or door frames.
- Small nail-hole filling and minor wall patching identified in the quote.
- Agreed touch-ups, scuff refresh or room painting within the approved method and materials.
- Preparation/protection and final review for the defined work area.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Existing paint, texture, damage and lighting can affect the final appearance. The exact surfaces, preparation and materials must be agreed before work.

Before we arrive

Identify surfaces, known damage, product restrictions and the requested finish. Clear the area and arrange safe access without heavy moving by staff.

Outside this selection

- Full exterior painting, drywall replacement, large-repair texture matching or cabinet refinishing.
- Structural or hazardous-material work, elevated work or unverified specialist tasks.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

Ready for the selected work. Please clear the selected area, disclose fragile or damaged materials and secure pets safely away. Staff do not move heavy furniture, appliances or pet enclosures or handle pet waste, litter boxes or pet accessories. Unsafe or blocked work may pause and is recorded as not performed.

One defined service. General home cleaning, interior window care and other specialties are not included in this guide. Window tracks and exterior window work are excluded. Additional approved services have their own scope. There are no on-site additions or exchanges of rooms, items or unused tasks.

Changes with clear approval. Advance revisions need assessment and a change signed by you and an authorized company representative before changed work. We respect withdrawn access and stop instructions immediately. Your agreement controls scheduling, payment and applicable rights, while prior accepted terms remain protected.

MEMBERSHIP BENEFITS

White Glove Society™

White Glove Society offers defined membership privileges for one residence, with attention to the arrangements and preferences recorded in your offer. It is separate from the cleaning services you book and pay for. We explain how each benefit is coordinated so you can decide whether those privileges fit the way you care for your home.

How we approach your care

Monthly Welcome Home and Floor Ritual benefits are planned in advance for an eligible, separately paid cleaning visit. We confirm the accessible standard beds, ready-to-use linens and your fragrance preference. For Floor Ritual, we review whether the agreed sealed hard flooring is suitable; you may choose no fragrance. A membership privilege never overrides material limitations, safe access or the terms of your accepted offer.

Your selected care

- The Art of Welcome Home once per calendar month, up to 12 uses during the term, during an arranged, separately paid eligible cleaning visit.
- Up to three agreed, accessible standard beds professionally made, towel swans and a Welcome Home card.
- One suitable approved Floor Ritual fragrance application each calendar month, up to 12 uses, during a paid cleaning visit; available current scents including Reserve, without a scent-tier surcharge for that use. No fragrance remains an option.
- Two care-planning conversations per membership year, up to 15 minutes each, and a written care roadmap.
- Priority consideration of available appointment requests and recorded household preferences. Specific dates or emergency service are not guaranteed.

MEMBERSHIP BENEFITS

A clear plan, prepared together.

What to expect

Monthly benefits do not multiply with weekly/biweekly visits. Unused monthly uses expire, do not accumulate or convert to cash. Annual benefits do not roll over. No automatic renewal. Existing accepted memberships retain their own written terms.

Before we arrive

Provide clean, ready-to-use bedding and linens, plus two washed and ironed bath towels and two hand towels per prepared room. Identify the basket for used linens. Arrange each benefit in advance.

Outside this selection

- Paid cleaning, restoration, Private Concierge, purchases, flowers, gifts, outside vendors and a separate complimentary trip.
- Extra beds, custom decoration, delicate textiles or difficult-access beds without a separate agreed scope.
- Laundry, washing/drying machine operation, ironing, stain treatment or clothing care.

Your individual proposal

Your written membership offer confirms the residence, term, exact privileges and applicable charges before enrollment. It does not price or include cleaning visits. Existing accepted membership prices and benefits remain protected; this guide changes none of them.

Monthly hospitality, clearly arranged. Monthly Welcome Home and Floor Ritual uses are arranged during an eligible, separately paid cleaning visit, with no separate free trip. More frequent cleaning does not multiply benefits. Unused monthly uses expire without accumulation or cash conversion; annual benefits do not roll over.

Your floor and your preference. Floor Ritual is limited to suitable, approved sealed hard flooring in the agreed cleaning scope. No fragrance is always an option. An unsuitable or declined application creates no substitute credit. Extra applications, reapplication and custom sourcing require separate approval.

Your own offer governs. The accepted offer confirms the residence, term, beds, privileges and cancellation/refund terms. Existing prices and benefits are protected. An inquiry does not enroll or charge you. No automatic renewal, guaranteed appointment dates or unlimited service. Cleaning-visit scope and policy remain in the separately signed service agreement.

SERVICE GUIDE

Focused Essentials

Individually quoted

Sometimes the areas you use most are the ones you would like help maintaining. Focused Essentials brings attention to selected bathrooms and floor areas, with a written plan for exactly those spaces. We discuss the condition and your priorities so the visit is useful, understandable and prepared around the care you choose.

How we approach your care

We review the bathroom finishes and selected floor materials, then prepare suitable professional products and tools for the agreed routine care. A bathroom mirror, tub surface and hard floor each need an appropriate method. Your plan identifies the bathrooms and floor areas, including carpet vacuuming only where expressly selected, followed by a review of the chosen spaces.

Your selected care

- Agreed bathroom sinks, faucets, vanity tops and mirrors.
- Toilets and routine tub or shower surfaces within the approved condition.
- Sweeping and material-appropriate mopping of selected hard floors.
- Carpet vacuuming only in expressly agreed spaces.
- Final review of the chosen bathrooms and floor areas.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Routine care is planned for the approved condition. Existing staining, wear or heavier buildup may need a different assessed service. Weekly, biweekly or monthly care may be considered through a separately agreed plan.

Before we arrive

Clear bathroom counters and the selected floor areas. Identify delicate finishes, loose fixtures and any items to leave untouched. Tell us which spaces matter most before the quote is prepared.

Outside this selection

- Kitchen work, bedroom surfaces, general furniture dusting, blinds and windows.
- Heavy buildup removal, full-home detailing and any area not selected.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Essentials Plus

Individually quoted

Essentials Plus brings everyday kitchen surfaces together with the bathrooms and floors you choose. It is a focused way to care for frequently used areas without assuming a whole-home service. We listen to your priorities and describe the selected spaces in one written plan before the visit is confirmed.

How we approach your care

We consider the kitchen finish, current buildup and safe access alongside the selected bathroom and floor materials. Professional products and tools are prepared for the approved routine work, such as wiping an accessible appliance exterior or caring for the agreed sink and counters. The final review covers the selected kitchen, bathrooms and floors.

Your selected care

- The agreed Focused Essentials bathroom and floor scope.
- Kitchen sink, faucet and accessible countertop care.
- Routine cooktop wipe-down in the agreed kitchen.
- Exterior wipe-down of accessible kitchen appliances.
- Final presentation review of the selected spaces.

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SERVICE GUIDE

A clear plan, prepared together.

What to expect

The agreed routine kitchen care has different limits from intensive degreasing or restoration. We explain visible material and condition limits so the final proposal matches the work your selected areas need.

Before we arrive

Clear the agreed kitchen and bathroom counters and floor paths. Secure dishes, personal items and pet belongings. Tell us about delicate finishes, prior products and surfaces that should not be touched.

Outside this selection

- Whole-home coverage, general dusting, blinds, windows and cabinet interiors.
- Oven or refrigerator interiors and detailed degreasing unless separately assessed, quoted and approved in advance.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

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SERVICE GUIDE

Focused Deep Reset

Individually quoted

One room may need a different level of attention from the rest of your home. Focused Deep Reset lets us assess a selected bedroom, bathroom, kitchen or other approved room and define its detail work together. You receive a room-specific plan with clear surfaces, tasks and limits, rather than an assumed whole-home package.

How we approach your care

We review materials, buildup, wear and safe access in the chosen room before selecting suitable professional products, tools and methods. A bedroom plan may identify accessible blinds, interior glass, sills and baseboards, while a kitchen needs its own selected tasks. Areas behind or under furniture can be considered only when already safely accessible, without heavy moving.

Your selected care

- Cleaning and individually specified detail tasks in the named approved rooms.
- Accessible blinds, interior glass, sills or baseboards only where selected.
- Cleared furniture surfaces and sides, and safely accessible selected floor areas.
- Any reachable fan-blade dusting only when expressly agreed and safe from floor level.
- A review of the room-specific work and material limits.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

Detail work is chosen after assessment, not promised equally for every material or condition. Existing wear, staining or bonded buildup may remain. A room after remodeling requires its own condition review; hazardous dust and heavy debris are excluded.

Before we arrive

Identify the exact room and priorities, describe any recent work and clear agreed surfaces. Tell us about loose blinds, delicate finishes or items that must remain untouched before the visit.

Outside this selection

- Whole-home deep cleaning, unapproved rooms, appliance interiors and specialty restoration by default.
- Heavy renovation debris, hazardous dust, unsafe heights and heavy furniture moving.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.

SERVICE GUIDE

Build Your Care

Individually quoted

Your priorities may not follow a standard room list. Build Your Care starts with the spaces you would like considered and the tasks that matter there. We help turn that selection into one clear written scope, whether you are exploring a single visit or an agreed recurring care rhythm.

How we approach your care

Together we identify the selected areas, task quantities and preferred rhythm. We then review size, materials, condition, safe access, travel and timing before choosing suitable methods and preparing the proposal. For example, selected downstairs floors and bathroom surfaces can be described precisely without treating all upstairs rooms as included. The team prepares for the accepted selection.

Your selected care

- Only the named rooms, floors or areas in the written order.
- Selected routine surfaces, dusting, floor care or individually assessed detail tasks.
- Agreed quantities, material limits and preparation instructions.
- A one-time, weekly, biweekly or monthly rhythm only as confirmed in the plan.

SERVICE GUIDE

A clear plan, prepared together.

What to expect

A tailored plan is still a defined service. It sets practical expectations for the selected materials and current condition. Changes in priorities or condition can be reviewed in advance; unused tasks are not exchanged for unrelated work during a visit.

Before we arrive

Share the rooms, tasks and frequency you are considering. Identify delicate materials, existing damage, pet concerns and access restrictions, then clear the surfaces confirmed in the written plan.

Outside this selection

- Automatic whole-home coverage, extras, specialty services or ongoing access permission.
- Changes to rooms, tasks or frequency without a reviewed and signed revision.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.