Service Terms

Easy Day Cleaning

1. General Terms

These Service Terms govern cleaning services provided by Easy Day Cleaning.

By booking or authorizing a cleaning service, you agree to the applicable terms presented to you at the time of booking.

Easy Day Cleaning provides residential and commercial cleaning services throughout Sacramento and surrounding communities.

2. Cleaning Services

Our services include:

- Standard House Cleaning.
- Deep Cleaning.
- Move-In / Move-Out Cleaning.
- Airbnb Turnover Cleaning.
- Post-Construction Cleaning.
- Commercial Cleaning.
- Additional Cleaning Services.

The scope of each service is described on our website and in the applicable booking or estimate.

Additional tasks may be requested subject to availability, property conditions, and the agreed service scope.

3. Booking and Scheduling

Cleaning services may be scheduled online or by contacting Easy Day Cleaning directly.

Appointments are subject to availability and confirmation.

We make reasonable efforts to arrive at the scheduled time. However, traffic, weather, previous appointments, emergencies, and other circumstances may occasionally affect arrival times.

We will make reasonable efforts to notify customers of significant delays or scheduling changes.

4. Pricing and Estimates

Prices and service durations provided during online booking or initial consultations are estimates based on the information supplied by the customer.

The actual service requirements may vary depending on:

- Property size and layout.
- Actual property condition.

- Level of dirt, dust, grease, or buildup.
- Accessibility of surfaces and rooms.
- Requested additional tasks.
- Other circumstances affecting the scope of work.

If additional work or a price adjustment is necessary, we will explain the reason and obtain the customer's approval before performing work that results in additional charges.

No unauthorized additional charges will be applied.

If the customer does not approve the revised estimate, the service scope may be adjusted by mutual agreement, or the appointment may be canceled.

5. Payment Terms

No advance payment or deposit is required.

Payment is due upon completion of the cleaning service unless otherwise agreed in writing.

Payments may be made using the payment methods offered by Easy Day Cleaning.

Customers are responsible for payment of the agreed service price and any additional charges expressly approved before the additional work is performed.

6. Cancellations and Rescheduling

We understand that schedules may change and unexpected circumstances may arise.

Customers are encouraged to notify us at least 24 hours before a scheduled appointment if they need to cancel or reschedule.

Easy Day Cleaning does not charge cancellation, rescheduling, or missed appointment fees.

If an emergency occurs, please contact us as soon as reasonably possible.

Rescheduled appointments are subject to availability.

7. Recurring Cleaning Services

Recurring cleaning services may be scheduled:

- Weekly.
- Every two weeks.
- Monthly.

There are no minimum service commitments or long-term contractual obligations for standard recurring residential cleaning.

Customers may cancel or discontinue recurring cleaning services at any time without penalties.

Payment is due separately after each completed cleaning appointment.

Easy Day Cleaning may revise recurring service prices based on changes in property conditions, service requirements, or operating costs. Customers will be notified in advance of any price changes and may decline future services at the revised price.

8. Property Access

Customers are responsible for providing safe and timely access to the property at the scheduled appointment time.

Customers are not required to be present during cleaning, provided appropriate access arrangements have been made.

Access may be arranged through keys, lockboxes, door codes, or other mutually agreed methods.

If our cleaning personnel cannot safely access the property, the appointment may be canceled or rescheduled without a cancellation or missed appointment fee.

9. Customer Responsibilities

To help us provide efficient and safe cleaning services, customers are asked to:

- Provide accurate information about the property and requested services.
- Ensure access to electricity, running water, and hot water.
- Remove excessive clutter where reasonably possible.
- Inform us of fragile items, delicate surfaces, and special cleaning requirements.
- Secure valuables, cash, jewelry, important documents, and irreplaceable belongings.
- Notify us of known safety hazards or property conditions that may affect our work.

10. Cleaning Products and Equipment

Easy Day Cleaning generally provides the cleaning products and equipment necessary to perform the booked services.

Customers should inform us in advance of allergies, sensitivities, special surface requirements, or restrictions regarding cleaning products.

Requests to use customer-provided products or equipment may be accommodated when reasonably practical and safe.

11. Pets

We welcome households with pets.

Customers are responsible for ensuring that pets do not create unsafe working conditions or interfere with the cleaning service.

Aggressive, unpredictable, or highly protective animals must be safely secured during the appointment.

Customers should inform us of any special instructions regarding their pets before cleaning begins.

12. Safety and Working Conditions

We are committed to providing a safe working environment for our cleaning personnel and customers.

Easy Day Cleaning reserves the right to decline, discontinue, or modify services when working conditions present a reasonable health or safety risk.

Such conditions may include:

- Hazardous or contaminated materials.
- Severe unsanitary conditions.
- Active pest infestations.
- Unsafe structural conditions.
- Aggressive animals.
- Threatening, abusive, or inappropriate behavior.
- Other circumstances that reasonably endanger cleaning personnel.

If unsafe conditions are identified, we will communicate with the customer when reasonably possible to determine an appropriate course of action.

13. Services and Tasks Not Included

Unless specifically agreed upon in advance and determined to be safe, our services do not include:

- Moving heavy furniture or large appliances.
- Mold remediation.
- Pest control or extermination.
- Biohazard or hazardous waste cleanup.
- Cleaning blood, bodily fluids, or hazardous biological materials.
- Handling dangerous chemicals or toxic substances.
- Removal of large quantities of construction debris.
- Specialized removal of paint, adhesive, grout, or caulk.
- Cleaning areas that cannot be safely accessed.
- Specialized restoration or repair work.

Additional cleaning tasks outside the booked service scope must be agreed upon before work is performed.

14. Move-In / Move-Out Cleaning

Move-In / Move-Out Cleaning is intended to prepare a property for new occupants or following the departure of previous occupants.

The standard scope includes cleaning inside accessible cabinets, drawers, refrigerators, and ovens, as described in the applicable service listing.

Cabinets, drawers, and appliances should be emptied before the appointment.

Properties should preferably be vacant or substantially free of furniture and personal belongings.

Additional work resulting from excessive buildup or unusual property conditions may require a revised estimate, subject to customer approval.

We do not guarantee the return of a rental security deposit or compliance with requirements established independently by landlords or property managers.

15. Airbnb Turnover Cleaning

Airbnb Turnover Cleaning is intended to prepare short-term rental properties for incoming guests.

Routine linen changes and laundry are included when suitable laundry equipment is available on-site and the work falls within the agreed service scope.

Off-site laundry may be arranged separately, subject to availability and additional customer-approved charges.

Property owners or hosts are responsible for providing clean linens, replacement supplies, guest amenities, and any special property instructions.

Easy Day Cleaning does not assume responsibility for guest reservations, property management, or guest-related damages.

16. Post-Construction Cleaning

Post-Construction Cleaning is intended to remove accessible construction dust and ordinary residue following completed construction or renovation work.

Construction activities should be completed before the scheduled cleaning appointment.

Removal of large construction debris, hazardous materials, and specialized removal of paint, adhesive, grout, or caulk is not included.

We do not perform hazardous material remediation or services requiring specialized licensing or protective procedures beyond the scope of ordinary cleaning.

The final service scope and price are based on an assessment of the property and customer approval.

17. Commercial Cleaning

Commercial cleaning services are generally provided based on an individual estimate.

The service scope, frequency, scheduling, and applicable pricing are agreed upon before services begin.

Any separately executed commercial service agreement will govern matters specifically addressed in that agreement, subject to applicable law.

18. Additional Cleaning Services

Customers may request optional cleaning tasks when booking or arranging services.

Available additional services may include:

- Interior window cleaning.
- Inside refrigerator cleaning.
- Inside oven cleaning.
- Inside cabinets and drawers.
- Laundry and folding.
- Extra rooms and specific areas.

Additional services may affect the estimated price and service duration.

Any additional charges must be approved by the customer before the additional work is performed.

Tasks already included in the selected cleaning service are not treated as additional services solely because they are listed as optional tasks for other service types.

19. Satisfaction Guarantee

Customer satisfaction is important to Easy Day Cleaning.

If an area or task included in the agreed cleaning service was missed or inadequately cleaned, please notify us within 24 hours of service completion.

We will review the concern and arrange appropriate corrective cleaning at no additional charge when the concern relates to the agreed service scope.

Our satisfaction guarantee does not cover:

- Tasks outside the agreed service scope.
- New dirt, spills, or contamination occurring after cleaning.
- Permanent stains, damage, or deterioration that cannot be corrected through ordinary cleaning.
- Areas that could not be safely accessed during the original appointment.

This guarantee does not limit any rights or remedies available under applicable law.

20. Damage and Property Concerns

We take reasonable care when cleaning customer properties and handling household items.

If you believe damage occurred as a result of our cleaning services, please notify us within 48 hours after discovering the damage.

We will review reported incidents and, when appropriate, coordinate with our insurance provider.

Customers are encouraged to provide photographs and other relevant information to assist with the investigation.

Easy Day Cleaning is not responsible for damage attributable solely to pre-existing conditions, ordinary wear and tear, defective materials, or deterioration unrelated to our actions.

Nothing in these Service Terms excludes or limits liability where such exclusion or limitation is prohibited by law.

The requested reporting period does not waive any statutory rights or legally available remedies.

21. Property Photographs and Documentation

Cleaning personnel may take photographs before, during, or after cleaning for internal quality assurance, documentation of property conditions, verification of completed work, or resolution of service-related concerns.

Customer property photographs will not be published or used for advertising without separate customer consent.

Additional information regarding the handling of personal information is provided in our Privacy Policy.

22. Refunds and Dispute Resolution

Refund requests are reviewed individually based on the circumstances, agreed service scope, and applicable law.

Where appropriate, we may offer complimentary corrective cleaning, a partial refund, a full refund, or another mutually acceptable resolution.

Refunds are not automatic under our satisfaction guarantee. This provision does not affect any refund or other remedy required by applicable law.

Customers are encouraged to contact us directly so that concerns can be addressed promptly and fairly.

23. Circumstances Beyond Our Control

Easy Day Cleaning may reschedule or cancel appointments due to circumstances reasonably beyond our control, including severe weather, emergencies, utility outages, unsafe conditions, or other unexpected events.

We will make reasonable efforts to communicate with affected customers and arrange an alternative appointment when possible.

24. Governing Law

These Service Terms are governed by the applicable laws of the State of California and the United States.

Nothing in these Service Terms is intended to waive or restrict any mandatory consumer protection rights.

25. Severability

If any provision of these Service Terms is determined to be invalid or unenforceable, the remaining provisions shall continue to apply to the extent permitted by law.

26. Changes to These Service Terms

Easy Day Cleaning may update these Service Terms from time to time.

Updated terms will be published on our website. Material changes will apply prospectively and will not retroactively modify previously agreed service arrangements without the customer's consent.

27. Contact Us

For questions, service requests, or concerns regarding these Service Terms, please contact us:

Easy Day Cleaning
Sacramento, California, United States
Email: hello@easydaycleaningservice.com
Website: easydaycleaningservice.com

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