



Collins Cleaning Company Cancellation Policy

At Collins Cleaning Company we value your time and we hope you value ours. We staff our teams daily based on the number of appointments we have and the size of the residence(s) we will be cleaning. Therefore, any changes that need to be made with the date and/or time of your appointment, MUST be made at least 48 hours prior to your scheduled appointment.

If you need to make a change, and it is not at least 48 hours in advance, there will be a **\$40 late cancellation/rescheduling fee.**

If you cancel the day or night before your scheduled cleaning, there will be a **\$60 cancellation/rescheduling fee.**

If you cancel the day of your cleaning, you will be charged a **\$100 day-of cancellation/rescheduling fee.**

As a regularly scheduled client, a portion of your payment goes toward having a consistent time slot on our schedule, and we staff our cleaning team based on that schedule. Many factors go into pricing our services, including how frequently we clean your home or business. Therefore, any gaps in your regular service *may* increase your rate if additional time is needed in order to bring your home back to the normal maintenance level (ex: a skipped bi-weekly appointment *may* be charged as a monthly cleaning).

We thank you for your business and appreciate your understanding.

Sincerely,
Collins Cleaning Company