



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. Unfortunately, over the last few months, we have had a multitude of late changes to appointments that have either left us over-staffed or under-staffed costing us both time and money. 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** that will be added to your next cleaning. If you cancel the day or night before your scheduled cleaning, there will be a **\$60 cancellation/rescheduling fee**.

As a general cleaning client, a part of what you pay for is a consistent spot on our schedule, and we schedule our cleaning team based on that schedule. Having a consistent spot ensures that you receive a discounted rate. 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, i.e.: A skipped Bi-Weekly **MAY** be charged as a monthly cleaning.

We thank you for your business and appreciate your understanding.

Thank you, Collins Cleaning Company