

Harmony Clean Guidelines

Healthy Home Cleaning, Naturally



Thank you for choosing Harmony Clean. We look forward to helping you keep your home Sparkling Clean while safeguarding your family's health and protecting the environment.



At Harmony Clean we believe communication is the most important aspect of working together so we have created this information pack for you with everything you need to know about our relationship with you and your home.

We are always keen to know how we are doing. If there's something we can do to enhance your experience with Harmony Clean, please ask.

Access to your home

Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to issue a house key. Your key is coded with a security number, it is never associated with your street address, and is kept in a double locked secure key box on our premises.

- 🍃 This ensures you never need to leave your door open, hide a key in a potentially un-secure location or wait at your home to meet the Harmony Clean team.
- 🍃 If you do chose to meet the team for access to your home, we offer you one of two time slots (between 8:30 am – 12.00 pm or 11:00 am – 3:00 pm).
- 🍃 If we are unable to access your home on your designated cleaning day, we will treat that as cancellation without notice.

Cancellation Policy

We understand your busy schedule and sometimes unexpected activities come up. As a courtesy to our Harmony Clean team and for scheduling purposes, we require 48 hours notice if you wish to skip your regularly scheduled cleaning.

In the event 48 hours notice is not provided, or if we are unable to access your home, it may be necessary for us to charge a 50% cancellation fee. For sudden emergencies, we try our best to reschedule you within the same week. The more advance notice you provide us, the better we can serve you.

Quality Assurance

To help maintain our high quality standards and ensure your satisfaction, our Quality Assurance Managers inspect our teams' work on a regular basis. A Quality Assurance Manager may enter your home after the team leaves to confirm thoroughness, cleaning details and overall quality.

Payment Terms

We gladly accept cash, check or credit cards. Checks are our preferred form of payment, but we do offer you the convenience of paying with credit cards. To keep costs low, your payment is due at the time of cleaning.

Gratuity Guide

If you are pleased with your Harmony Clean team's efforts please tell them, as they are encouraged to continue to excel. A simple note of 'thanks for a job well done' means a great deal to the team. Tips are greatly appreciated, but not required. If you do choose to tip your cleaning team please leave your gratuity in cash rather than adding it to your check.



Relax & come home to a Sparkling Clean house!

Spotless Homes ~ Healthy Earth

Damage or Breakage

We make every effort to take the greatest care in your home but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. Please notify us within 48 hours of service if any damage is discovered. Note: Harmony Clean is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e. marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

Pet Guidelines

We love your pets and we want to ensure they are comfortable with us and that our team is safe in their presence. For team safety, please let us know how your pets should be handled. For sanitary and safety reasons, our teams do not clean flea-infested homes or pick-up 'accidents.'

Cluttered Areas

People joke about 'cleaning' before the cleaning team arrives. Sometimes this means you have removed excessive clutter i.e. piles, papers, toys, etc. This allows the team to access the surfaces you need us to clean. If the team encounters an area that is not accessible, we'll assume you want us to skip this area and we will leave you a note.

Plants Policy

Due to the delicate nature of artificial and live plants, we are unable to maintain them as part of our regular cleaning routine.

Safety Rules

For insurance and safety reasons our team is not permitted to step higher than our 2-step stool or lift heavy furniture.

Our Teams

Our teams are bonded & insured for your peace of mind. We perform background checks and provide training for all employees. Whenever possible, we send the same team to your

home. Due to illness, vacation and other unforeseen circumstances, we cannot guarantee the same team every visit. Rest assured, the cleaning team servicing your home has a detailed work order with special instructions just for your home, and they will consistently clean to Harmony Clean's high standards.

Catch Up Clean

If you need to skip two or more cleanings, when we return, our cleaning team will perform a 'catch-up-clean', (similar to your Initial Deluxe Clean). We charge the current hourly rate for the amount of time it takes to get your house cleaning back on track.

Smiles Guaranteed

Home cleaning is a personal and sometimes subjective service. We will always perform the cleaning as outlined according to the plan you chose. Your feedback is invaluable to our team and the more we hear from you, the better we can respond to your needs and enhance your experience with Harmony Clean.

If you are not satisfied please let us know within 24 hours so we can arrange a timely return visit to your home and if necessary we can re-clean the area of concern. Please allow for some dust resettlement after we leave. We try to limit the dust in the air but cannot prevent this entirely.



Thank you for
your business.
We are pleased
to partner with you.

*At Harmony Clean
we surprise and delight
our clients by consistently
making their homes
Sparkle!*