



standard cleaning services

kitchen

- outside of appliances cleaned
- inside microwave wiped
- top of refrigerator dusted
- counter tops and backsplashes wiped
- wash outside of cabinets
- sanitize sink & polish faucet
- stove top scrubbed

bathrooms

- sinks, mirrors, lights, faucets cleaned & polished
- tub & shower scrubbed
- all bathroom counters & fixtures cleaned
- toilet sanitized & scrubbed

floors

- all floors & stairs vacuumed
- all linoleum, tile, laminate flooring mopped
- hardwood is mopped with slightly damp mop

entire house

(all rooms including bathrooms & kitchen)

- high dusting/cobwebs removal
- moldings & woodwork dusted
- ceiling fans & light fixtures dusted
- blinds, window sills dusted
- baseboards dusted & spot wiped
- lamps & lampshades dusted
- pictures & knick-knacks dusted
- light switch & outlet plates wiped
- furniture wiped
- wastebaskets emptied

extra cost ad-ons

(must be requested 24 hours in advance)

- oven cleaning
- inside fridge cleaned
- windows washed (interior only)
- wall washing
- carpet steam cleaning

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(306) 612-2420



deluxe cleaning services

A deluxe clean is our most thorough cleaning service. We recommend booking a deluxe clean once or twice a year for a deep refresh in your home.

A deluxe clean includes all items in our "standard clean services" checklist as well as the following options:

- hand wiping baseboards, door frames & windowsills
- full wash of walls
- inside closets cleaned & vacuumed
- inside cupboards & drawers wiped
- inside oven cleaned
- inside fridge cleaned & sanitized
- window pane, window sills & blinds washed
- all doors & door knobs washed & sanitized
- garbage cans sanitized
- carpets steam cleaned
- wood furniture protective treatment

These items can be customized to fit your needs.



information & policies 1/3

before we arrive:

- before our cleaning team come to pamper your house, please be sure the following items are considered:
- access to home is arranged ahead of time (will you provide us with a key, a code, hide a key, etc.?)
- winter time: we ask that your driveway is shoveled and walk-ways salted or ice scraped to avoid slipping and injury while our team carries equipment into your home.
- parking: please inform us if you do not want us parking in your driveway
- condition of home: to best facilitate our team, we ask that your home is organized to our minimum requirements.
- credit card information and preferred method of payment has been provided
- if we can not safely walk into a room, we will not clean it.
- most surfaces we will clean around if there are more than 20 items on it or "excessive" clutter.
- please note, we do not organize paperwork/ miscellaneous items, do laundry or wash dishes.

- we ask that kitchen sink is clear, counters/ surfaces have minimal clutter and dishes are put away for us to most efficiently and thoroughly care for your home.

cleaning contract

Unlike many other cleaning companies, we do not require you to sign a contract stating you will remain a client for a set amount of time as we believe our quality of work speaks for itself.

cancellation policies

If possible we ask for at least 48 hours notice for cancellation of a clean. If we have ample time, we can reschedule as needed or simply "skip" the clean and resume on next regular scheduled day, whichever is your preference. If we are not informed prior to the day of a scheduled cleaning we charge a \$35 cancellation fee as we will be unable to fill your spot in such short notice. This cancellation fee will be automatically charged to your credit card provided. In the event of stat holidays falling on a regular scheduled clean, we will contact you to reschedule.

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information & policies 2/3

We will not be held liable for any delays due to circumstances beyond our control. weather & traffic may affect our estimated arrival times.

cleaning tasks

We reserve the right to refuse cleaning/ tasks that may be a health hazard or we do not feel comfortable with. We do not climb higher than a step ladder, move or lift heavy furniture, nor do we clean up urine, vomit, feces, and blood. In the event we find mouse droppings, we will inform you and ask that a professional be contacted before we return for next visit. In the event we find bed bugs, we cease services immediately until an exterminator has deemed the home clear. We will try our best to reach visible places and higher placed items by hand or with a feather duster. Please understand that dust and pet hair will resettle after we leave, we try to limit the dust in the air but cannot eliminate it entirely.

payments

Cash, cheque, email money transfer and

credit card are all accepted methods of payment. We prefer to receive at the time of cleaning but can arrange for monthly billing also. please let us know what works best for you. cheques are made payable to "pure zen cleaning" and email money transfers can be sent to "purezencleaning@gmail.com". In the event, you fail to make payments or installments we reserve the right to cease work pending your payment or resolution of the dispute. we allow 30 days from time of services to make payment before interest charges incur.

** please make note, we are flexible and can accommodate monthly payment plans and installments. We ask for a credit card number to be provided prior to our first clean to avoid penalties.*

damages

We will not be held responsible for damages caused by improperly installed items (such as wall hangings fastened by thumbtacks, etc.) Please make note of any items that may be precariously placed and if possible mention to us.



information & policies 3/3

In the event of accidental damages, you will be contacted and we will deal with reimbursement on a case by case basis. We do have liability insurance for \$2 million.

pure zen employees

All our employees provide extensive reference checks, clean criminal background checks & undergo a minimum 3-month training period with management before being allowed to enter homes alone. pure zen is service bonded and insured.

cleaning products and equipment

pure zen provides the required cleaning supplies & equipment. All our cleaning agents are eco-friendly, free from chemicals and toxins, biodegradable, and pet-friendly.

Please inform us if you have any plant based allergies or scent sensitivities so we can best accommodate you. Tea tree, thyme, citrus and other essential oils are used in many of our products and they do have a natural scent.

cleaning products – available to you

Although we do not sell or distribute our cleaning products, we love to help families like yours by sharing how you can purchase safer products for your home or how to reduce chemicals and toxins in your environment. Please contact us for a free consultation. We would be more than happy to share with you some awesome beneficial solutions to concerns about household toxins, health & wellness, eco-cleaning products, reducing plastics and much more. The information session is about 40 to 60 minutes and well worth the time!

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