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## policy

1 message

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To: Daniel Vanshtein <vanshtein@gmail.com>

# Business Cleaning Policies (For Cozy Nest Cleaning NYC)

These don't necessarily need client signatures, but you should:

- Include them on your website
  - Add them to your client welcome emails
  - Reference them in your service agreements
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## Cozy Nest Cleaning NYC – Policies

### 1. Late Payment Policy

- **Payment is due upon completion of service** unless otherwise agreed in writing.
- Any payment not received within **3 calendar days** will incur a **\$25 late fee**.
- Additional services will not be scheduled until outstanding balances are paid.

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## 2. Cancellation & Rescheduling Policy

- Cancellations must be made **at least 24 hours prior** to your scheduled appointment.
- Cancellations made **less than 24 hours in advance** will incur a **\$40 late cancellation fee**.
- If our team arrives and is **unable to access your property (lockout)**, the full cancellation fee applies.

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## 3. Lockout Policy

- If our cleaners arrive and cannot gain access (no one home, keys not provided, building access denied, etc.), the **\$40 lockout fee** will apply.

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## 4. Late Arrival Window

- We strive to arrive on time, but please allow a **30-minute arrival window** due to NYC traffic and scheduling variations.

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## 5. Satisfaction & Re-Clean Policy

- If you are unsatisfied with your cleaning, **notify us within 24 hours**.
- We will happily return for a **re-clean of missed areas at no additional cost**, provided the original cleaning fee has been paid in full.
- Requests made **after 24 hours** are not eligible for re-clean.

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## 6. Damage Reporting Window

- Any damage or service concerns **must be reported within 24 hours** after service for investigation and resolution.
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## 7. Client Preparation Policy

We ask all clients to help us provide the best service by:

- Removing clutter from floors and surfaces before we arrive
  - Securing pets
  - Safely storing cash, jewelry, and other valuables
  - Informing us in advance about any special cleaning requests or fragile items
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## 8. GoPro Use Disclaimer

- For your safety and our quality control, cleaners **may wear GoPro cameras during cleaning.**
  - Footage is used **internally only** for training, quality review, and dispute resolution.
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## 9. Refund Policy

- We do not offer cash refunds.
  - Any service concerns reported within 24 hours will be handled via a **free re-clean of missed areas.**
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## 10. Inclement Weather Policy

- For safety, Cozy Nest Cleaning NYC **may reschedule appointments in the event of severe weather** (snowstorms, hurricanes, etc.).
- We will contact you as early as possible if this is necessary.

