



# Client Policies

*Effective as of February 11, 2026*

Thank you for choosing **Luminous Cleaning Services**. We're truly grateful for the opportunity to provide professional cleaning services in your home and to become a trusted part of your household routine.

These guidelines are designed to help us work together smoothly. They cover what you can expect from our team, how we work and what we need from you to deliver our best service. Please take a few minutes to review this document and sign it before your first visit. If any guideline or policy is unclear, we're happy to walk you through it.

Questions?

Reach out anytime at [Info@luminouscleaning.ca](mailto:Info@luminouscleaning.ca) or 4039918847

---

## 1. About Luminous Cleaning Services

At **Luminous Cleaning Services**, our core values guide every decision we make because we're not just here to clean, we're here to make a difference.

### Core Values

- **Client Satisfaction:** We prioritize our clients' satisfaction and strive to exceed their expectations.
  - **Customization:** We tailor our services to meet each client's unique needs and preferences.
  - **Flexibility:** We are flexible and adaptable to accommodating our clients' changing needs and schedules.
  - **Trust:** We work to establish trust with our clients by being reliable, honest, and transparent.
  - **Peace of Mind:** We aim to provide our clients with peace of mind, knowing that their homes and loved ones are in good hands.
- 

## 2. Before every visit

- Ensure safe and clear access to your home entry. Parking areas and entryways should be free of hazards including but not limited to snow, ice, debris, or other obstacles.
- Your sink should be clear of dishes if you would like it to be cleaned. If you prefer our staff to wash the dishes, please note that this will require additional time and may affect the overall duration of your appointment.
- Secure skittish, anxious or aggressive pets in a separate room or kennel.
- Please ensure the indoor temperature is set to a comfortable level suitable for working conditions (generally between 65–75°F). This helps our staff work safely and efficiently.
- Secure any money, jewellery and other valuables.



- Place a toilet brush in each bathroom.
  - Please clear personal items and clutter (toys, clothing, papers, etc.) from surfaces before your appointment. Cluttered areas may be worked around or noted. If you would like our staff to tidy these areas, additional time will be required.
- 

### 3. Schedule Changes & Cancellations

We understand that plans change and life happens. To keep schedules smooth for you and to support our team, who rely on consistent hours, please give at least 48 hours' notice to cancel, skip or reschedule.

#### **Cancellation fees:**

- 48 hours or more: no fee
- Less than 48 hours: 30% of the scheduled service
- Same day: 50% of the scheduled service

These fees help cover staff scheduling, time, and travel that are committed in advance and cannot be reassigned on short notice. For regular/recurring cleaning clients, we require a minimum of 2 weeks' written notice to cancel services completely. This notice period allows us to: adjust staffing schedules, reassign cleaning technicians and arrange a time to retrieve company-owned equipment, such as vacuums, mops, or other supplies kept at the property

Failure to provide the required notice may result in a fee of 30% of the scheduled service cost.

#### **How to make changes:**

Please let us know about any changes before your appointment by text, email or phone call. This includes requests to skip or add rooms or tasks, updates to entry or lockup instructions, changes to how often or how long we clean, and any special notes you'd like your cleaning technician to know.

#### **Holiday Closures**

We are closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve Day, Christmas Day.

When your regular cleaning falls on a Holiday, we'll reach out in advance to communicate changes to your cleaning schedule.

---

### 4. Service details

While we work diligently to clean surfaces, we cannot guarantee they'll return to like-new condition. Some examples include, but are not limited to, the following:

- Hard water etching on glass or stone
- Permanent grout staining or discoloration
- Sun fading on surfaces or fabrics
- Paint failure or peeling



- Damaged, unsealed, or worn finishes on wood, stone, tile, or cabinetry
- Rust stains
- Mold and mildew that has extended into grout or behind caulk

### **Showers, Tubs, and Tiled Surfaces**

Mold and mildew are organic and can extend into grout or behind caulk. Surface stains may lighten with cleaning, but complete removal often requires regrouting or recaulking by a specialist.

### **Floors**

We damp mop all floors thoroughly with a mop, grout scrubbing, grout whitening, and extraction from textured flooring are not services we provide.

### **Natural Stone and Specialty Finishes**

Please tell us about any surfaces that require special care or specific cleaning products/methods. We may adjust methods or skip a surface to avoid damage.

### **Windows and Screens**

If interior window glass cleaning has been added to your service, we will clean reachable interior glass, sills, and tracks. We do not remove or replace window screens. We do not clean exterior windows, even if your windows tilt.

### **Light Fixtures**

We gently and thoroughly dust the exterior of fixtures we can safely reach. We do not remove or replace fixture covers or bulbs and we do not disassemble or reassemble fixtures. If you would like the interior of a fixture cleaned, you are welcome to disassemble and reassemble it prior to and after our visit, and we will clean the accessible components.

### **Large Appliances/Furniture**

We can move lightweight items to clean underneath with your permission. If you prefer that furniture, not be moved, or would like to move it yourself, please let us know in advance. Please note that we are not liable for scratches or damage resulting from moving furniture that is not properly protected. For safety reasons, we do not disconnect water, gas, or power utilities.

### **Laundry, Linens and Bedmaking**

We're happy to make your beds as part of our standard cleaning. If you'd like fresh sheets, put on, leave clean linens on each bed and we'll take care of the rest. We do not provide laundry service or climb onto bunk beds to make or tidy them. Our team will only clean and make beds within safe reach.

### **Vacuums and all cleaning tools**

For our regular clients, we kindly ask that you provide an upright vacuum in good working condition. We always handle your equipment with care and use it responsibly while in your home. However, we are not responsible for general maintenance, pre-existing issues, electrical outlet problems, or equipment that may malfunction during normal use.

If you don't have a mop, broom, or bucket available, we're happy to bring these items for your cleaning appointment. For regular clients, we can leave designated tools at your home for ongoing visits to maintain consistency. If we supply items such as: mopheads and cleaning cloths, we kindly ask that the client wash them after each visit, so they are ready for the next scheduled cleaning. This helps us maintain proper hygiene standards.



### **Taxidermy**

We do not clean any type of taxidermy.

---

## **5. Breakage and Damage**

We treat every home with great care; however, some items are best secured due to their fragile and irreplaceable nature so we kindly ask collectible items to be secured prior the service. If something is damaged during cleaning, we will contact you to work toward a fair resolution. Situations outside our responsibility include, but are not limited to:

- Normal wear and tear, such as carpet or rug loops catching on vacuum rollers.
- Pre-existing damage or instability, including items that are loose, wobbly, cracked, chipped, or improperly installed (e.g., fixtures, decor, mirrors, shelving, blinds, hardware) that may shift or fall during routine cleaning.
- Unsealed or worn finishes on wood, stone, tile, grout, or cabinetry that may react to moisture or standard cleaning methods. This includes damage related to floors or cabinets that have not been maintained per recommended guidelines.
- Surfaces requiring specialty or manufacturer-specific care when instructions were not provided in advance.
- Damage caused by client-provided cleaning products, as we cannot verify their safety or compatibility.

Any damage claims must be submitted within two days of service.

---

## **6. Home Access**

### **If we cannot access your home**

To help your cleaning run smoothly, please ensure our cleaning techs can access your home at the scheduled time. If access is not possible for any reason, including active alarms or locked entry, a fee of 50% of the scheduled service cost will apply. We will make reasonable attempts to contact you before applying this charge.

You may be home to allow entry, leave your home unlocked, provide an access code, or use a lockbox/hidden spot for a key or remote. If your entry uses electronics, ensure devices are charged and codes are current. Lockboxes or hidden keys or remotes should be accessible in a safe place. Please include instructions for locking up when cleanings are complete.

We do not retain keys or remotes between visits for your security. If you choose to leave your home unlocked or hide a key or remote for access, you assume responsibility for any resulting security issues.

### **Parking**

Please ensure parking is available near your home before our arrival. We require parking within 100-200 feet of the entrance (approximately 1-2 minute walk). If parking restrictions or permits are required, inform our office in advance. If adequate, free parking is not available and we incur parking fees or towing charges as a result, these costs will be billed directly to the client.



## Alarms

**Luminous Cleaning Services** is not responsible for charges incurred from an activated alarm we cannot turn off based on instructions provided or omitted during setup.

---

## 7. Pets

Please secure any anxious, skittish, or aggressive pets in a separate room or kennel during your cleaning. Otherwise, we're happy for them to roam freely. If we're unable to access your home due to an excited or aggressive pet, we'll contact you immediately to reschedule and cancellation fees may apply.

Our team is always attentive with doors and gates, but we cannot assume responsibility for pets that exit unexpectedly when we arrive or depart. For safety and liability reasons, we're unable to accommodate requests to let animals in or out of the home during our visits. Please do not allow pets to jump on our staff. If a bite occurs it must be reported to the authorities and the homeowner is responsible for any medical treatment.

---

## 8. Safety

### Reaching High Areas

Technicians may use a short stepping stool and will not use long ladders or furniture to reach high areas.

### Indoor Temperature

Please ensure the indoor temperature is set to a comfortable level suitable for working conditions (generally between 65–75°F). Your cleaning technician may adjust the thermostat to a comfortable working temperature and will return it to the original setting before leaving. If the home is too hot or too cold to work comfortably, we will need to reschedule and our cancellation policy will apply.

### Utilities

Our team will not touch breakers, turn water on or off, or adjust any utility connections. Water and electricity must be turned on before we arrive. If utilities are off, we will be unable to complete the service. We will need to reschedule, and our cancellation policy will apply.

### Firearms

If left out, firearms will be cleaned around and not touched. It is preferred they are secured and put away.

### Unsafe Conditions

If a cleaning technician feels unsafe due to conditions in the home such as aggressive pets, inappropriate conduct, strong language or unsafe objects they may leave the job site and the full cleaning fee will apply.

### Biohazards



Please notify our office prior to your scheduled service if your home has mold, pest infestations, or human or animal waste. Please note that we do not clean litter boxes or any animal waste.

If any of these conditions are discovered during a visit, we reserve the right to cancel the appointment, and the full cleaning fee will apply. Future services may require proof that the issue has been professionally resolved before we can resume cleaning.

---

## 9. Smoke free policy

Our cleaning technicians don't smoke or vape on client property, indoors, outdoors, or during services.

### Indoor Smoking & Service Eligibility

We're unable to service homes with evidence of current or recent indoor smoking or vaping of any substance, including tobacco, cannabis, or e-cigarettes.

If evidence of interior smoking is detected upon arrival, we'll need to cancel the visit and the full cleaning fee will apply. Resuming service will require professional smoke remediation, and the home must be free of smoke odor at the time of our next visit.

---

## 10. Pricing and Estimates

Estimates are based on the size and reported condition of your home. If the condition requires additional time beyond the estimate, we'll contact you before proceeding with extra work.

### Pricing Changes

We'll provide advance notice of any price changes. Price adjustments may occur due to increased labour costs, supplies, or operational expenses.

### Staying on Schedule

To help us complete your cleaning efficiently, we appreciate it when interruptions are kept to a minimum. Additional time may be charged if on-site distractions significantly delay completion.

---

## 11. Payments

### Down Payment

First-time and move-in or move-out cleanings require a 50% down payment. Down payments are fully refundable with 48 hours' notice before your scheduled service.

### Invoices and Payment

Invoices are emailed after your cleaning is complete. Payment is due upon receipt.



### Payment Methods

We offer 3 payment options: cash, e-transfer, or online payment via debit or credit card (a small processing fee applies). Technicians cannot accept any type of payment for services.

### Card on File

A credit or debit card must be kept on file and will be charged if payment is not received within 5 days of a service. By signing this document, you are giving explicit permission to have your card stored and charged if payment is not received within 5 days.

### Late Payments

If you have an outstanding balance, payment must be received in full before we can complete any other cleanings.

### Tipping

Tipping is never required but always appreciated for exceptional service. Tips may be left in cash and must be clearly labeled as such or added to your invoice. All tips go directly to the cleaning Technician(s) who serviced your home during that visit.

---

## 12. Photos and videos

Photographs and videos may be taken in your home for employee learning and marketing or promotional purposes.

- Photos and videos taken for employee learning will never be shared or released to the public.
- Photos and videos taken for marketing or promotional purposes are limited to before and after images or videos.
- **Luminous Cleaning Services** will never capture identifying information or reveal locations in any photos or videos.
- Confidentiality will be upheld in all marketing and promotional materials.
- **Luminous Cleaning Services** reserves the right to edit and use before and after images and videos on social media.
- Photos and videos will never be sold or given to third parties.

If you are not comfortable with any recording taking place in your home, please notify our office in advance of your appointment, and we will ensure your preferences are fully respected.

---

## 13. Non-Solicitation of Employees

Our cleaning professionals are our greatest asset. By receiving services from **Luminous Cleaning Services**, you agree not to solicit, hire, or otherwise engage any **Luminous Cleaning Services** employee to provide cleaning or related services directly, outside of your agreement with us.

If a client hires a **Luminous Cleaning Services** employee privately during the term of service or within 12 months after services end, the client agrees to pay a \$2,000 employee acquisition and training fee **Luminous Cleaning Services**.



This fee is not a penalty; it reflects the substantial investment we make in recruiting, background screening, training, and retaining our team

---

## 14. Cleaner Assignment & Service Structure

Our standard service model is one cleaning tech per home, particularly for weekly and recurring cleanings, as this provides consistency, accountability, and familiarity with your space. In some situations, such as particularly busy days or operational needs, a team of two or more cleaners may be assigned. For irregular or one-time cleanings, cleaner assignment may vary. While we aim for consistency, we cannot guarantee the same cleaner indefinitely. Clients will be notified in advance whenever possible if changes occur.

---

## 15. Quality Assurance & Service Corrections

We strive to provide high-quality service and want you to feel confident and satisfied with the results of your cleaning. If you notice that something was missed, please contact us within 24 hours of your cleaning so we can address the issue on the next business day. To help us resolve concerns quickly and accurately, we kindly ask that clear photos be provided where possible. This allows us to assess the issue and take appropriate action without delay. Refunds are not offered; however, we are happy to correct any mistakes. Requests received after 24 hours will be addressed during your next scheduled cleaning.

---

## 12. Communication & Booking Policy

All service requests, concerns, schedule changes, and bookings must be communicated directly with Luminous Cleaning Services management via our official phone number or email ([info@luminouscleaning.ca](mailto:info@luminouscleaning.ca), 403-991-8847 ).

Cleaning technicians are not authorized to accept bookings, approve changes, negotiate pricing, or resolve service issues directly with clients. This ensures clear communication, proper documentation, and consistent service standards.

---

### CONSENT TO UPDATED TERMS THROUGH USE

We keep our client guidelines current so everything is clear. The most up-to-date version is always available on our website, with the effective date at the top.

When we make changes, we will share an update in writing, if applicable.

By continuing to use **Luminous Cleaning Services** after an update, you agree to the most current guidelines. If there is ever a difference between a printed or emailed copy and the website, the website version will apply.

---





## ACKNOWLEDGEMENT AND SIGNATURE

By signing below, you acknowledge that you have read, understood, and agree to these guidelines as well as the checklist that was included with the estimate.

Click or tap here to enter text.

Click or tap to enter a date.

Customer Signature

Date