

Dear customers,

In an effort to serve you better, we are writing this letter to inform you about our new cancellation policy.

Cancellations made after 11:00 AM the previous business day of your cleaning service's day:

New clients or new properties: \$100.00

**Recurrent Customers: 50% of your usual maintenance cleaning
(up to \$100.00)**

To help you to avoid these fees, we will send you a reminder and confirmation request 2 or 3 days before your cleaning appointment, at that moment you can cancel or reschedule.

We understand that emergencies sometimes happen, and if you have an exceptional situation you can let us know and we will understand.

Reasons why your late cancellation affects us:

1. We need to provide a certain number of work hours to our employees weekly.
2. If we know in advance that you are not going to need our services, we can add customers from our waiting list.
3. The day before, we send Estimate times of arrivals to our customers, if you cancel, the ETA to all the other customers is affected.
4. We plan our route depending on the location of the houses.
5. We need to know in advance that you are not going to need our services so we can prepare the next day's work order correctly.
6. We closed our office at 2:00 PM, for that reason we sent the Estimate Time of Arrivals between 11:00 AM and 1:30 PM the day before your cleaning.

We appreciate your preference, your kindness and understanding in this matter.

Thank you!

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