

Terms of Service

Tivvy Cleaning LLC · tivvycleaning.com

Effective Date: September 18, 2026

Summary of Key Terms

Here's a quick overview of our main policies:

- Photos of your space are required, and pricing is confirmed after we review them.
- Access must be provided at the scheduled time.
- Pets must be secured; surcharge may apply for heavy shedding.
- Add-ons available: Laundry (including off-site linen handling) and inside oven.
- 24 hours' notice required for cancellations; late fees may apply.
- Payment due at service; late fees after 7 days.
- We are not liable for pre-existing damage or unsecured valuables.
- We do not handle hazardous, outdoor, or heavy lifting tasks.
- Contact us within 24 hours for satisfaction issues.

1. Service Overview

Tivvy Cleaning provides residential and Airbnb turnover cleaning services. Quotes are determined by:

- Number of bedrooms and bathrooms
- Approximate square footage
- Current condition of the home
- Any requested add-on services

Photos of your space are required. We cannot issue a quote until we have received them, and final pricing is confirmed only after we review them.

2. Photo Review & Final Quote

Your quote is based on the property details you provide (such as bedrooms, bathrooms, approximate square footage, and the service and add-ons you request) together with photos of the areas to be cleaned. Photos are a required part of every quote request: they let us confirm those details and assess condition, for example buildup, clutter, or pet hair, which the details alone do not show. It is your responsibility to send photos that reasonably represent the space, including any area you want us to clean. A request submitted without photos will not receive a quote until they are supplied.

If, on arrival, the property differs materially from the photos supplied, we may adjust the quote or the scope of work. We will raise this with you before carrying out any additional work, and we will confirm the final quote with you before work begins.

3. Access to Property

Clients must provide access at the scheduled time by being present or providing a key, door code, or lockbox instructions. Failure to provide access may incur a cancellation fee.

4. Pet Policy

We welcome homes with pets. To protect our team and ensure safety:

- Pets must be secured or removed during cleaning.
- Homes with visible pet hair or strong pet odor are subject to a **\$20—\$40 Pet Hair Surcharge**.
- Heavily shedding homes or multiple-shedding pets may incur a higher surcharge at our discretion.

5. Add-On Services

The following services are available for an additional fee and should be requested in advance or when you send your photos:

- Laundry
- Inside the oven

Airbnb Linen & Laundry Support

Airbnb turnovers include on-site linen laundering and linen changes. Off-site laundry or linen transport is billed separately.

These are not included in standard cleaning and will be priced based on scope.

6. Cancellation

Please provide at least **24 hours' notice** to cancel or reschedule. If notice is not provided:

- Same-day cancellations: **\$40 fee**
- No-shows: may be charged up to 50% of the service cost

Frequent cancellations may result in denial of future service.

7. Payment Terms

Payment is due at the time of service unless otherwise agreed. We accept: Cash or Credit Card. Invoices unpaid after 7 days may incur a late fee.

8. Damage & Liability

We take reasonable precautions while cleaning. Clients must disclose fragile or high-risk items prior to service. Tivvy Cleaning is not liable for:

- Pre-existing damage
- Unsecured valuables
- Faulty surfaces or appliances

Photo Documentation

Tivvy Cleaning may take before-and-after photos for quality control, documentation, and liability protection purposes. Photos are used internally and are not shared publicly without client consent.

Please secure valuables and fragile items before our arrival.

9. Service Limitations

We do not provide:

- Moving heavy furniture

- Cleaning bodily fluids, biohazards, or infestations
- Outdoor services unless explicitly agreed

10. Satisfaction Guarantee

Due to the nature of cleaning services, *refunds are not offered*. If any area does not meet expectations, clients must notify us within 24 hours of service completion. We will return to address the issue at no additional charge.

11. Right to Refuse Service

Tivvy Cleaning reserves the right to refuse or discontinue service for reasons including, but not limited to: unsafe conditions, aggressive pets or occupants, or extreme clutter/hoarding.

12. Policy Updates

We may update these terms from time to time. Updated terms will be posted on this page and may be communicated by email or during booking prior to service.

Contact

Questions about these Terms of Service may be directed to:

info@tivvycleaning.com