

Client Info Sheet

Thank you for choosing Posh!



Please make note of some important info that will enable us to make the most of our service to you:

Your Cleaning Team

Posh is a professional home cleaning service, fully insured and bonded. Posh staff will always conduct themselves in a **professional, courteous manner**. The staff who clean your home will never smoke, eat, play the radio, answer the telephone or the doorbell. They are there for only one reason – to clean your home!

Payment

- **Cash or Cheque** may be left on your kitchen counter at the time of service. Cheques are made payable to “Posh”. Posh provides envelopes.
- **Credit Card** a 2% fee applies to credit card payments. Future payments are automatically processed upon completion of service.
- **Email Transfers** must be sent on the **day prior** to your service visit AND a credit card must be on file, which will be billed automatically if payment is late.
- **HST** will be added.
- **NSF** fee is \$25 plus late payment fees.
- **Late payment:** 10% added on the first day, \$10 daily thereafter.
- A full **receipt** for your payment will be emailed to you.

Changes to Your Service Date/ Time

Should your scheduled cleaning fall on a **statutory holiday** we will contact you in advance to reschedule.

If you have **vacation** or other plans and you would like to skip one of your cleaning services, please call or email to make arrangements with Posh. Please provide notice at least **2 business days ahead of time**, or more, (the earlier the better :)

Frequency pricing, based on days since your last service visit, applies if you **skip more than 2 visits** within a 12 month period. *For Example: If it has been 4 weeks since your last visit, the 4-week rate would apply.*

Appointment Cancellation/Lock-Out Fees

Within 1 Business Day (24 hours): **50%** of your price
Within 2 Business Days (48 Hours): **\$50**

Posh only cleans pest-free homes.

Scheduled Arrival Times

Posh always does our best to arrive at your home at the scheduled time. **Please allow a 2 hour window for arrival times**. It is unlikely that your team would ever arrive as much as 2 hours later than planned (on some occasions they may be early), however we must accommodate for unforeseen delays which may include weather and traffic. We do our best to contact you if we know that you are expecting us, and you may contact us at any time for an update.

Wait Time

After 10 minutes, Wait Time is billed at \$2 per minute - if the team has arrived however are not allowed access.

Most Posh clients allow our staff to access their homes while they are out. Posh has secure systems for managing keys and codes, in addition to other security measures. This is recommended if you would like to avoid inconvenience, or fees, related to arrival times.

Prepare for Our Arrival at Your Home

Please remember to leave **security alarms off** and **secure your pets**, if required.

We ask that you take a few minutes the night before your scheduled cleaning to **tidy**. Our service includes arranging cushions, towels, etc. and making beds. *Aside from these items, our staff will generally do their best to leave decor, belongings, etc. exactly where they are found.*

Changes to Your Home/ Lifestyle

Pricing will be adjusted in cases where cleaning requirements change. These may include changes such as a new family member or a pet moving in, or replacing carpeting with hardwood.

Rev: Apr 13, 2026



Service Guarantee

Posh strives to provide the highest level of quality, service and value to each and every customer. If you are not completely satisfied, please inform us within 24 hours of your service and we will re-clean the area or correct the situation to your satisfaction.



**and Receive
25% to 50%
OFF!
Inquire for
details...**

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