



RESIDENTIAL

# CLIENT GUIDELINES

# Getting Started

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Thank you for trusting us with the care of your home. We are honoured to provide professional cleaning services in your home and to be your home *maintenance partner*.

***Before you begin:*** These guidelines are to protect you and our team. Read them once. Keep them handy.

Questions? Contact us at [info@arrayoflight.online](mailto:info@arrayoflight.online) or call (289) 670-3276.



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## Founder & Owner

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**SANDRA HERVÉ**

Hi! I'm Sandra, the proud owner of Ray of Light Cleaning. I wanted to create a cleaning company, per se. I wanted to create a business that helped to clear out the emotional residue of our daily lives and build community. Our goal is to deliver happiness and help you live your best life.

# Our core values

At a Ray of Light, our core values guide every decision we make. We don't just clean, we make life lighter and bring a little joy to your everyday.



**Respect**  
At a Ray of Light, our core values guide every decision we make. We don't just clean, we make life lighter and bring a little joy to your everyday.



**Integrity**  
At a Ray of Light, our core values guide every decision we make. We don't just clean, we make life lighter and bring a little joy to your everyday.



**Accountability**



**Gratitude**

# Benefits

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Our hygiene-first policy keeps the outside, outside. We go to great lengths to prevent cross-contamination in every home we step into. That's why we prefer to use your equipment and have strict supply cleaning protocols that we follow throughout the day.



Your home is your sanctuary. We respect that, and will send the same cleaner or team at your request.



Our team believes in being accountable for our actions. We don't cut corners; we do what is required. If we miss a spot, let us know within 24 hours, and we will correct it the situation at no additional cost.



Every cleaning technician goes through a rigorous background check and is insured. We also select people who are caring, detail-oriented and take pride in their work. This gives you the peace of mind that you need.

# What to Expect

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## Cleaned with intention

At Ray of Light Cleaning, we believe in cleaning with intention. Not just tidying space. We're clearing emotional residue, too. We respect your space so that it starts to respect you back. That's also why we use effective, non-toxic, and eco-friendly cleaning products that are safe for you, your children, pets and our team.

## Our promise

- Clear communication from start to finish. If anything needs attention, more time or can't be finished safely, we'll let you know.
- Email and text reminders with your estimated start time with services usually available between 8:30 am - 5:00 pm ET.
- A "ritual" cleaning checklist. This document outlines the areas serviced and the tasks performed.



# Changes and Cancellations

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We schedule your appointment specifically for you. When you cancel without notice, your cleaner loses paid time.

- **Cancel or reschedule with at least 48 hours' notice** to avoid a fee.
- Cancellations made within 48 hours will incur a fee of 25% of the scheduled visit cost.
- Same-day cancellations or lockouts will be charged the full visit rate.

We understand that life happens. To help prevent last-minute cancellations, we send reminder emails and text notifications before each visit.

## Holiday Closures

We're closed on New Year's Day, Family Day, Good Friday, Easter Sunday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Eve Day, Christmas Day and Boxing Day.

When your regular cleaning falls on a holiday, we'll contact you in advance to adjust your cleaning schedule.

## Weather Policy

We monitor forecasts closely. In cases of severe weather — ice, heavy snow, or hazardous road conditions — we will contact you to reschedule at no charge to you. We ask for the same courtesy in return.

## Service Details

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The first cleaning always takes the longest, as we bring your home up to maintenance level. Duration depends on several factors: the number of pets and people in the home, the level of buildup, your decorating style, and the size of your home.

If you use our services sporadically, each visit will take longer than if you schedule us regularly. The more time between appointments, the more buildup there is.

To maximize each visit, please collect clothing, toys, dishes, and clutter before we arrive. This lets your cleaner focus on cleaning — not tidying.

## Breakage and Damage

We handle your belongings with care. If something is damaged during a cleaning, notify us within 24 hours with a photograph. We are fully insured and will address the matter promptly and fairly.

We are not responsible for:

- Pre-existing damage or wear
- Items left in unstable positions
- Fragile or high-value items not disclosed before service

# Home Access

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Upon booking, we will ask whether you will be home or how we may enter if you plan to be away. For the initial cleaning, most clients prefer to be home to walk us through the space, point out areas needing special attention, and identify any areas to avoid.

Keys and access codes are stored securely and used only for your scheduled appointments.

## Safety

Our team's safety is non-negotiable. We will not clean in conditions that pose a health or safety risk. This includes — but is not limited to — biohazards, active infestations, or excessive clutter that restricts movement.

If anyone in your household is ill, please reschedule your appointment. We appreciate your consideration for our team.

## Pets

We love all pets, but you know yours better than we do. If your pet is comfortable around new people and household noises — vacuuming, mopping — having them home is fine. We recommend they be crated or kept in a separate room for the duration of the visit.

We only employ cleaners who are comfortable with pets. However, if a pet acts in a threatening manner, our team is instructed to leave the home immediately until we can reach you to discuss the next steps.

Important: We do not walk, feed, or clean up animal urine or feces.

# Payment

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After each cleaning, we send an invoice by email, due upon receipt. You may pay with either by a debit card or a credit card.

If you have a history of late payments, a prepayment may be required. We ask that a debit or credit card be kept on file; it will never be charged unless your invoice remains unpaid for 7 days after service.

## Photos and Videos

From time to time, we photograph our work for quality assurance and marketing purposes. We will never capture personal items, identifying information, or anything that could compromise your privacy. If you prefer we not photograph your home, let us know in writing before service.

## Non-solicitation of Employees

From time to time, we photograph our work for quality assurance and marketing purposes. We will never capture personal items, identifying information, or anything that could compromise your privacy. If you prefer we not photograph your home, let us know in writing before service.

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### **Pricing Changes**

We'll give you advance notice of any price changes. A price change may happen when there is an increase in labour costs, supplies, or operational expenses.

### **Invoices**

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

### **Tipping**

Tipping is not required but always appreciated. Tips may be left in cash and must be clearly labelled as such or added to your invoice. All tips go directly to the cleaning technician (s) who serviced your home.

## **Photos and Videos**

From time to time, we photograph our work for quality assurance and marketing purposes. We will never capture personal items, identifying information, or anything that could compromise your privacy. If you prefer we not photograph your home, let us know in writing before service.

## **Smoke-free Policy**

Our cleaning technicians don't smoke or vape on client property, indoors or outdoors during service visits. We will not service homes with evidence of current or recent indoor smoking of any substance, including tobacco, cannabis, or e-cigarettes. If evidence of smoking is found, the visit will be cancelled and the full cleaning service fee will be applied.

## **Insurance and Compliance**

We're bonded and insured. Proof of insurance can be provided when requested. All Ray of Light Cleaning team members are background-checked and trained to professional standards.

## **Pricing and Estimates**

Estimates are based on the size, condition, and service type you request. Prices also reflect a home in average condition.

- If we arrive and find conditions significantly different from what was described, the final price may be adjusted.
- We will communicate any change before proceeding whenever possible.

We provide services as often as you like — weekly, biweekly, monthly, or sporadically. We can also work on a no-contract basis. You may update or change your schedule to suit your needs or budget as they change.

### **Man-hours vs Clock Hours**

We bill based on the total labour time, measured in man-hours. If two cleaning technicians work for four hours, each equals eight man-hours of labour. This is also one cleaning technician working for eight hours.

You can have 1 for 4 hours or 2 for 2 hours.

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### **Staying on Schedule**

Our goal is to clean efficiently, and appreciate that interruptions be kept to a minimum.

Additional time may be charged if on-site distractions delay the completion of a service.

### **Satisfaction Guarantee**

Your satisfaction is important. If you are unhappy with any part of your cleaning, let us know within 24 hours with details and a photo. We will return to correct the issue at no charge.

We stand behind our work — every visit, every time.

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### **Consent to Updated Terms**

By booking a service with Ray of Light Cleaning, you agree to the most current version of these guidelines. We will notify you of material changes by email. Continued use of our services constitutes acceptance of any updates.



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## 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.

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Client Signature

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Date

