

TERMS AND CONDITIONS OF MAGIC MAID

Welcome to Magic Maid. By hiring our cleaning services in Orlando, Florida, you agree to the following terms and conditions. We recommend reading them carefully before using our services.

1. Definitions

- **"Magic Maid"** refers to our cleaning company and its representatives.
- **"Client"** refers to any person or entity that hires our services.
- **"Services"** refers to any cleaning service provided by Magic Maid.

2. Services Offered

Magic Maid offers residential and commercial cleaning services in Orlando, Florida. The specific details of each service are agreed upon with the client at the time of booking.

3. Reservations and Payments

- Reservations can be made through our website via the booking system.
- Every reservation made through our website is subject to availability verification. The client will be notified once service availability is confirmed.
- To schedule the service, a **30% deposit** of the total service cost is required.
- The remaining balance must be paid upon completion of the service.
- If desired, the client may pay **100% of the service cost** at the time of booking.

4. Cancellation and Rescheduling Policy

- **Full Deposit Refund:** If the client cancels the service at least three (3) days before the scheduled date, **100% of the deposit** will be refunded.
- **Late Cancellations:** If the client cancels the service less than three (3) days in advance, the deposit **will not** be refunded.
- **Late Rescheduling:** Rescheduling is not allowed **less than four (4) hours** before the scheduled time. If the client requests rescheduling within this period, the service will be considered canceled, and the deposit will not be refunded.

- **Full Prepayment Cases:** If the client has paid 100% of the service in advance and cancels less than three (3) days in advance or requests to reschedule less than four (4) hours before the scheduled time, **only 70% of the total amount paid will be refunded.**

5. Access and Work Area Conditions

- The client must provide access to the property at the scheduled date and time.
- The service will begin at the previously agreed time with a **10-minute grace period.**
- If the client does not allow access or delays the service start by more than 10 minutes, our staff may leave the premises with **no obligation to refund the deposit.** If the service was paid in full, **70% of the total amount will be refunded.**
- **Pets are not allowed in the cleaning areas** during the service. It is recommended that they remain in a designated area, such as a yard or patio. If relocation is not possible, the cleaning staff may be unable to perform services in certain areas.

6. Customer Satisfaction and Claims

- If the client is not satisfied with the service, they must notify Magic Maid **within 12 hours** after cleaning to evaluate a possible solution.

7. Liability and Damages

- Magic Maid takes necessary precautions to avoid property damage but is not responsible for pre-existing damages or normal wear and tear.
- In case of any incident, the client must report it **within 12 hours** after the service.

8. Use of Products and Equipment

- Magic Maid uses professional cleaning products and equipment.
- If the client prefers specific products to be used, they must provide them and notify us in advance.

9. Modifications to the Terms and Conditions

Magic Maid reserves the right to modify these terms and conditions at any time. Any relevant changes will be communicated to clients.

10. Contact

For any inquiries related to these terms and conditions, you can contact us via the online chat on our website.

11. Cleaning Services

Deep Cleaning

The deep cleaning service includes the following tasks and areas:

INCLUDED AREAS:

- **Bedrooms:** General cleaning, surfaces, floors, and dust removal.
- **Bathrooms:** Cleaning of toilets, sinks, showers, mirrors, tiles, and floors.
- **Common Areas:** Living room, dining room, hallways, and other shared spaces.
- **Stairs (if applicable):** Cleaning of steps, railings, and handrails.
- **Windows (interior):** Cleaning of windows and interior frames.
- **Kitchen:** Cleaning of surfaces, sink, countertops, and appliances such as the refrigerator, oven, and stove.
- **Baseboards, doors, and curtains.**
- **Light carpets (vacuuming only):** Light carpet vacuuming will be performed, but stains and extreme dirt are not included.
- **Bed-making.**

NOT INCLUDED AREAS:

- **Exterior windows.**
 - **Stains or extreme dirt on carpets.**
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General Cleaning

The general cleaning service includes the following tasks and areas:

INCLUDED AREAS:

- **Bedrooms:** Surface cleaning, floors, and dust removal.
- **Bathrooms:** Dusting and general cleaning of toilets, sinks, and surfaces.
- **Vacuuming:** Vacuuming of all areas of the property, including light carpets.
- **Bed-making.**
- **Kitchen:** Superficial cleaning of surfaces, microwave, and exterior of cabinets (dishwashing is not included).

NOT INCLUDED AREAS:

- **Dishwashing in the kitchen.**
- **Light carpets with stains or extreme dirt.**