

Twinkle Time Cleaning Client Policy 2026

Effective Date: March 1, 2026

A Note About Pricing

We want to be transparent with you—over the past year, the cost of supplies, fuel, and operations has increased. To maintain the high-quality service you deserve, we've made a small adjustment to our rates.

However, our Senior Citizen rate remains the same because we truly value and care for our senior community. This is our way of showing appreciation and keeping affordability a priority for those who have supported us.

We also want you to know that our cleaners are paid a fair wage and are W-2 employees, not independent contractors. This ensures they receive proper benefits and protections while delivering the best service possible.

Welcome & Acceptance of Terms

Thank you for choosing Twinkle Time Cleaning! We truly value your trust and look forward to making your space sparkle. By booking with us, you confirm that you've read and agree to the following guidelines designed to ensure a smooth, positive experience for everyone.

By booking an appointment, you agree to allow pictures to be taken for professional use only. These pictures will never show identifying details such as faces or personal property and will solely be used for promotional purposes online. If you do not agree to have your pictures used, you must notify us in writing.

Services & Pricing

Travel Fee: \$40 for out-of-area services.

Senior Citizen Cleanings:

- Katahdin Region: \$35/hour
- Out of Area: \$45/hour
- Minimum Service: 2 hours

Residential Cleanings:

- Katahdin Region: \$45/hour
- Out of Area: \$55/hour
- Minimum Service: 2 hours

Deep Cleanings:

- Katahdin Region: \$55/hour
- Out of Area: \$65/hour
- Minimum Service: 4 hours

Vacation Rental Cleanings:

- Katahdin Region: \$55/hour
- Out of Area: \$65/hour
- Minimum Service: 3 hours

Commercial & Storefront Cleanings:

- Standard: \$50/hour
- Deep Cleaning: \$55/hour

Handyman Services & Errands (including vacation rental errands):

- \$35/hour

Same-Day Appointments:

If you require a same-day appointment and we are able to accommodate you, the deep cleaning rate will apply regardless of service type.

Scheduling

Book early to secure your preferred time. Vacation rental owners: Please share booking dates as soon as possible so we can plan ahead and serve you promptly.

Cancellation & Rescheduling

Please give us at least 24 hours' notice by phone or email.

Fees:

- Late notice: \$50 non-refundable.
- If we arrive and cannot clean due to access or safety issues: \$75 non-refundable.

Additional Services & Fees

- **Trash Removal:** Up to four 13-gallon bags included; \$15 per additional four bags.
- **Airbnb Errands:** \$35/hour
- **Off-site Laundry:** \$70 per load (wash, fold, return).
- **Package Delivery for Vacation Rentals:** \$25 per shipment (Includes receiving packages on your behalf and delivering them directly to your rental property.)

Payment Terms

- All payments are due upon receiving your invoice.
- A \$50 non-refundable late fee will be added to any invoice that is 5 days past due.
- **Preferred Payment Method:** Online through Square invoicing.
- If paying by check, please drop it off at the mailbox at 9 Eastland Avenue, Millinocket.

Tipping Policy

Tipping is never required, but it is greatly appreciated as a way to thank your cleaner for their hard work. If you'd like to tip, please do so at the time of the cleaning. If you won't be home, you can leave the tip in an envelope for your cleaner.

Our Satisfaction Promise

Your happiness matters to us! If something isn't right, let us know within 24 hours. We'll make it right with complimentary reclean if needed.

Preparing for Your Cleaning

- Provide clear access instructions.
- Secure pets and valuables.
- Let us know about hazards or special cleaning needs.
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- **Please note:**
 - If your property has smoke damage, water damage, or fire damage, the deep cleaning rate will automatically apply.
 - If we arrive and there is no running water or electricity, and this was not communicated prior to booking, a standard cancellation fee will be incurred.

Limitation of Liability

We carry liability insurance and take great care, but our responsibility is limited to repair/replacement within policy limits. We cannot cover pre-existing damage or unsecured items.

Policy Updates

We may update this policy from time to time. The latest version will always be available on our website or upon request.

Contact Us Anytime

We're here to help!

Phone: 207-431-8374

Email: twinkletime207@outlook.com

