

Your Home. Our Care.

How every WellMaid cleaning works.

Letting a cleaning team into your Richmond, VA home takes trust, and we treat that as a real responsibility. Our aim is plain: a cleaning visit that feels professional, considerate, consistent, and pleasantly easy.

A clean home is about more than tidy rooms. It should bring you comfort, a feeling of order, and a calmer mind. So we look after the small details, follow the same cleaning process each time, and clean only with green, eco-friendly products, giving priority to certified ones. The guidelines below keep each visit smooth, safe, and clear, for you and for our team.

Before Your Cleaning

A little getting ready ahead of time lets our team spend the visit cleaning instead of tidying or moving your things. To get the best results, we suggest:

- Putting personal items and valuables away somewhere safe
- Clearing off countertops and other surfaces when you can
- Setting fragile or sentimental pieces somewhere secure
- Lifting clothes, toys, and personal belongings off the floors
- Telling us about any special requests before your appointment
- Keeping children and pets safely out of the areas we are cleaning

The easier a surface is to reach, the more thoroughly we can clean it.

Arrival & Scheduling

- Office open: Monday–Friday, 8:00 AM – 5:00 PM
- Cleaning visits: Monday–Friday, 8:00 AM – 5:00 PM
- A weekend visit may be available if you ask for one.

If yours is the first appointment of the day, our team arrives at the scheduled time. For every other appointment, an arrival window of one hour may apply. It leaves room for traffic, parking, and earlier visits that run shorter or longer than planned.

If we expect to be significantly late, we will keep you updated. If you need us at a specific time, please tell us ahead of time. We will do our best to make it work, depending on availability.

Service Expectations

No two homes are alike. Our team aims for the best cleaning possible within the service you booked and the time available. A few things to keep in mind:

- Our regular cleaning is built for routine upkeep and day-to-day cleaning.
- Heavy buildup, excess clutter, areas that have gone a long time without cleaning, or unusually dirty conditions may call for more time or a different service.
- Special requests should reach us before the appointment whenever possible.
- For areas that need extra attention, we offer additional services.

If the home's condition, size, or scope turns out to be significantly different from what was described at booking, we will talk with you before we change the service or the price. We never charge you for extra work unless you know about it and have approved it.

Access to Your Home

To make things easier, you may give us a door code, a key, lockbox access, or another approved way in. Please make sure our team can get into the home safely at the scheduled time.

We keep access information private and use it only for authorized service purposes. If our team arrives and cannot get into the property, the appointment may be subject to a cancellation fee of 50% of the service amount.

Parking

Whenever possible, please make sure there is suitable parking close to the property. Where parking has to be paid for, any parking fees our team pays may be added to your final invoice. If your property has its own parking instructions, please send them to us before the appointment.

Supplies & Equipment

Our team arrives with the professional cleaning tools and green, eco-friendly cleaning products your service calls for, including vacuums, mops, microfiber cloths, and cleaning solutions. We give priority to certified products.

If you prefer a particular product, such as a scent-free option or one you supply yourself, please tell us before your appointment. For safety and quality reasons, our team may decline to use a product that is not compatible with the surface being cleaned or that could create a safety concern. Products you supply are used at your request, and they may affect the cleaning results depending on the product and the surface.

Pets

We love pets, and we know they are family. So that everyone stays safe and comfortable:

- Tell us if your pet is anxious, reactive, or uneasy around people it does not know.
- If needed, keep pets secured in a safe area.
- Keep pets out of the areas where we are actively cleaning.
- Pass along any special care or access instructions.

You can count on our team to treat your pets and your home with care and respect, every time.

Team Safety & Cleaning Limits

Keeping our team safe matters just as much as the quality of the service. For safety reasons, our cleaners do not:

- Lift items that are excessively heavy
- Move any heavy furniture or appliances
- Climb onto countertops, furniture, or surfaces that are not stable
- Work past what the available equipment can safely reach
- Handle materials that are hazardous
- Clean up an active mold infestation
- Handle any biohazardous waste
- Work in conditions that are unsafe or severely hazardous

Whenever possible, we use suitable extension tools to reach high or hard-to-get-to areas safely. If something cannot be cleaned safely, our team will let you know instead of taking an unnecessary risk.

Payment

Payment is due under the terms you receive at booking. Once your service is done, you may receive an invoice or a secure payment link by text or email. The payment methods we accept may include:

- Credit cards and debit cards
- ACH transfers
- Other approved electronic methods of payment

We confirm your payment options and terms when we schedule your service.

Cancellations & Rescheduling

Plans change, and we understand. If you need to cancel or reschedule, please give us at least 24 hours notice so our team has a chance to adjust their schedule.

An appointment that is canceled or rescheduled with less than the required notice, or one where our team cannot get into the property, may be subject to a cancellation fee. Whenever possible, we handle emergencies with understanding and flexibility. This cancellation policy helps us keep scheduling fair for our clients and for our cleaning professionals alike.

Satisfaction

We care about whether you are happy with your cleaning. If we missed something, please get in touch promptly after the service. To help us resolve it as quickly as possible:

- Reach out as soon as you can
- Describe the area or the concern clearly
- Add photos when they help
- Give our team the chance to review the concern and address it

When appropriate, we will set up a follow-up cleaning of that specific area at no additional charge. We want you to feel confident in the service you received.

Communication & Feedback

Every cleaning goes better when we talk openly. If you have a special request, a concern, or a preference, please let us know. We would rather hear what matters to you before the cleaning than find out afterward.

If something falls short of what you expected, contact us. We will listen, be clear with you, and work toward the best possible solution. Your feedback helps us keep improving the WellMaid experience.

Privacy & Photos

Now and then, our team may take photos for quality control, documentation, or service-related purposes. We respect your privacy and, whenever possible, avoid capturing personal or sensitive information. We will not use photos publicly for marketing without the appropriate permission.

Please tell us before your appointment about any specific privacy concerns you have.

Respect for Our Team

Our cleaning professionals put real effort into caring for your home. We ask that every interaction stay professional, respectful, and safe. Harassment, threats, discrimination, intimidation, and unsafe behavior toward our staff are not tolerated.

When the relationship is respectful, the experience is better for everyone.

Our Commitment to You

You choose a date. We show up. We clean each room with care. You walk back into a fresher home.

A steady process, green and eco-friendly cleaning products, professional equipment, and a close eye for detail are how we give you a cleaning experience you can feel good about. Each time you open your door to us, you are trusting us, and we are grateful for it.