

Privacy Policy and Service Agreement

Thank you for choosing FYKA Fresh Cleaning Co. We're here to make your experience seamless and enjoyable. Please read the following carefully.

Privacy Policy

We highly value your privacy. Our Privacy Policy has been designed to explain how we gather, use, communicate, and disclose personal information. Your provided information will be used solely for service purposes and not shared with third parties unless required by law. We take privacy seriously, safeguarding your data from loss or unauthorized access.

- We'll always clarify the reasons for collecting personal information before or at the time of collection.
- Personal information will be collected and used solely for the specified purposes or compatible purposes, with the individual's consent or as mandated by law.
- Retention of personal information will only last as long as necessary to fulfill the outlined purposes.
- We'll gather personal information through lawful and fair means, ensuring appropriate knowledge or consent from the concerned individual.
- Personal data will be relevant and accurate for its intended use, ensuring completeness and timeliness when needed.
- We'll safeguard personal information with reasonable security measures against loss, theft, unauthorized access, disclosure, copying, use, or modification.
- Information about our policies and practices related to personal information management will be readily available to our customers.

Our commitment is to conduct business in line with these principles, ensuring the protection and maintenance of the confidentiality of personal information.

Service Agreement

When you book a cleaner through FYKA Fresh Cleaning Co., you agree to our Terms of Service. We are a referral agency connecting you with domestic workers who take pride in their reliability and experience.

Flat Prices

Our pricing is based on the expected cleaning time for 95% of homes. While most jobs are completed well within the time frame, some homes may require extra attention. Our standard rates are calculated for a one-person team.

Satisfaction Guarantee

Your satisfaction is our priority. If you're not entirely happy with our service, we'll either match you with a different cleaner or coordinate a free re-clean if possible. Contact us within 24 hours of service completion to report any issues.

Appointment Arrival Time Windows

We provide 1-hour arrival windows (e.g., between 8-9 AM, 3-4 PM). If a cleaner is running late, we'll notify you promptly with a new expected time of arrival.

Lifting

While your cleaner can perform various tasks, they may decline activities that involve tall ladders or heavy lifting to ensure safety.

Tipping

Tipping is not mandatory but is a great way to appreciate the hard work of your cleaning crew.

Pets and Minors

Please supervise pets and minors during the cleaning process to ensure their safety.

Lock Outs

A \$50 fee may apply if the cleaner cannot access your premises upon arrival, covering their expenses.

Late Cancellations

Cancellations within 24 hours of the appointment may incur a \$30 fee. If we cancel or reschedule without reasonable notice, we'll provide a discount on our referral service.

Job Quotations

Quoted prices are estimates based on the provided information. If the actual cost exceeds the quote, you'll be given the option to pay an increased fee or the quoted amount without completing the service.

Payment Terms

Payment is due before the Service Time, with an acceptable payment method on file. Non-payment may result in service cancellation.

Termination

You may terminate this agreement with 24 hours' notice. FYKA Fresh Cleaning Co. may terminate this agreement immediately if you breach its terms.

Customer Representations and Warranties

You represent that you will provide a safe working environment, unobstructed access, and necessary services/utilities. You'll secure or remove fragile, valuable items, and move heavy furniture as needed.

By using our services, you acknowledge and agree to these terms and our privacy policy. If you have questions, please reach out to us. Your trust is important to us.