

- Do you do same day turns?

Yes!

-Are there any days you don't work?

Thanksgiving Day and Christmas Day are the only days we don't clean.

- Do you provide linens?

Yes, for a yearly linen fee. We provide Utopia Sheets and Target Room Essential Towels.

For more details check out the linens link (below this one)

-Do you provide toiletries?

Yes, for a detailed list check out the toiletries link (below this one)

- Do you do linens on site or off?

We do linen off site and the fee is included in the cleaning fee.

- Have you worked with luxury properties before?

Yes, Luxury, Average, Unique shipping containers, Big properties up to 22 bedrooms. We are newly entering the kinky cabin world.

- Will you lay out any welcome gifts (snacks, wine, etc) and restock items such as soap, coffee etc.

Yes, we will gladly lay out anything special you prefer for guest. This is at no extra cost to you!

- Will you restock those items when we are out, can we send them to you?

Yes, you can ship to us. Or we can pick up anything and just invoice you for it.

- Will the same cleaners be allocated to my property?

No we have 2 set crews for each property. Depending on the property size it could be 1-4 people crews.

- Do you do quality checks after each turn?

No, We do quality checks at random. Unless it is a new cleaner, we check EVERY clean. This way we can help get new cleaners up to par. Without it impacting the guest stay.

- How do you like to be paid and how do you invoice (monthly, weekly etc)?

We send out invoices on the 1st and 15th

- How do you schedule turns, do you use any software like Resort Cleaning?

We use Turno for scheduling.

- Do you take photos before and after cleans?

We take timestamped photos after each and every clean. This way we have proof we did our jobs and support for you for the rare cases guest like to contact Airbnb/Vrbo for.

-What do you do in the event of damage?

Again, we take photos after each clean. So we normally have a before they check in photo with proof it wasn't broke. We take tons of photos of what is damaged and a short video so you can easily describe the issue to Airbnb/Vrbo Etc.

- Do you work with a maintenance service already? What will that process look like to get things taken care of?

Yes, We offer Maintenance. We can fix issues or even do updates like Decks, firepits or even putt putt courses. Pay is per job with an agreed upon price prior to doing any work. There is no monthly fee involved.

-Do you decorate for holidays and special occasions.

Yes, most the time its just basic Christmas decorations we only charge \$75 total (this fee includes putting it up and taking it down) We set up for anniversaries or birthdays as well the fee is depending on what you want.

-Do you clean hot tubs every time?

Yes, and we include a time stamped photo of the hot tubs emptied at each clean

-Do you remove trash?

Yes, but in August of 2024 they started charging us to dump trash so we charge a \$75 a month fee for trash removal.

-Any extra fees you should know about?

The only extra fees you would get is an excessive cleaning fee. In all the years of having this business we have only had to charge this 3 times. Once over pet hair and twice over cabin parties. Which in those two cases we took tons of photos, and the owners charged the guest that fee.

- Do you conduct deep cleans?

Yes, fee depends on the cabin.

- Are you willing to walk the property to give the best quote? Or how does your pricing schedule work?

Yes I can walk the property or look at your listing photos to give you a quote.

- What does your onboarding process look like? Do you have the bandwidth to add an additional property and client? More properties if we obtain more in the area?

We just sign you up. No contract here. I believe we are all adults and if we don't work well together, we should be able to be professional about it and agree to part ways!

We also love to grow with our owners. The way we onboard cleaners we are always able to take on new properties. I rather have trained cleaners on the back burner than to have to train new cleaners. Especially with new properties since those reviews are most important!

- Do you leave tip envelopes for guests?

Absolutely not! We request the cleaning fee we want to be paid. Anything extra from guest is just a bonus but should never be expected. Our owners treat us right and always give us a nice bonus for Christmas and that is enough for us!