

Contact Information:

 1(807) 697-0695

 Thunder Bay, Ontario

 www.nobscleaningservices.ca



Login to access our online client portal

About us

A residential cleaning company dedicated to delivering cleaning solutions tailored to meet the unique needs of each client. By focusing on using eco-friendly products and modern equipment to ensure a spotless and safe home every time, our approach is straightforward - no BS! Committed to providing outstanding customer service that builds lasting relationships with our clients and community.



Terms of Service



Terms of Service

No BS Cleaning Services reserves the right to modify any part of these terms without prior notice. By accepting services via telephone, email, or in person, clients agree to and accept No BS Cleaning Services' Terms of Service.

CLEANING GUARANTEE: We guarantee your satisfaction! If you are not completely satisfied with any aspect of our service, we will return to your home within 24 hours to re-clean the area.

PRIOR TO OUR VISIT: We kindly request that any toys, clothing, or other items left on floors or countertops are picked up prior to our arrival, allowing our housekeeper(s) to focus on cleaning. Please ensure that dishes are removed from the sink, enabling us to easily clean and shine your kitchen.

CANCELLATION/RESCHEDULING: We require a minimum of 48 hours' notice to cancel an upcoming visit, or at least 12 hours' notice to reschedule. In the event of cancellation or rescheduling with less notice, a \$50 cancellation fee will be applied.

LOCKOUTS: In the event that our housekeeper(s) arrive and are unable to gain access to your home during your scheduled arrival window, a lockout fee of \$50 will be charged.

ARRIVAL WINDOW: Our housekeeper(s) will arrive within a scheduled half-hour arrival window. Please note that traffic and weather conditions may affect arrival times. You are expected to be present or have made arrangements for us to access your home within the arrival window. Failure to do so may result in having to cancel or reschedule our visit.

TARDINESS: While we strive to keep our schedules, unexpected circumstances such as cancellations, weather, or traffic may result in delayed arrival times. If we happen to be running late, we will contact you as soon as possible to provide a new expected time of arrival.

KEYS & ALARM SYSTEMS: We do not keep keys and will not take any keys home. Instead, we ask that customers hide a key in a predetermined and agreed-upon location or provide a keypad code to the garage, entry door, or realtor box. If you have an alarm system, we prefer that it be turned off on the day of cleaning to avoid any unwanted phone calls or loud alarms.

MOVE OUT/MOVE IN BOOKINGS: A 50% deposit is required upon booking for move-out/move-in services. Any remaining balance will be added to the final bill. If cancelled within 48 hours, the deposit will be used to cover our housekeeper(s)' pay for that day.

IN-HOME CLIMATE CONTROL: The temperature should be comfortable prior to our arrival. Under no circumstance will our housekeepers perform duties in an uncomfortable environment. This includes extreme heat or cold. In the summer months, the house temperature should be 74 degrees F or below, and in the winter months, please no lower than 60 degrees F. A cancellation fee will be charged in the event that your booking is cancelled due to uncomfortable temperatures.

WINTER WEATHER CONDITIONS: No BS Cleaning Services places the safety of our clients and housekeeper(s) as our top priority. Therefore, in the event of inclement weather or unsafe road conditions, we reserve the right to reschedule your cleaning appointment to a safer time.

While our arrival time may be impacted by weather, we will make every effort to arrive as close as possible to your scheduled appointment. Should schools be closed due to inclement weather, we will also be closed for the safety of our staff. A member of our office will contact you to reschedule.

SNOW REMOVAL: During winter months, we kindly request that you clear your driveway and sidewalk of ice and snow. This will ensure safe entry for our housekeeper(s) and reduce the risk of injury. It is essential that a clear path to the entrance of the serviced area is provided. For safety purposes, our housekeeper(s) will not trudge through snow higher than their ankle. Failure to comply may result in a lockout fee and the cancellation and/or rescheduling of your appointment.

SECURITY OF YOUR VALUABLES: At No BS Cleaning Services, we value honesty and trust in all our business dealings. We handle your belongings with utmost care and respect. In the unlikely event that an item is missing, kindly contact our office immediately. We will make every effort to locate the item in question. Although we take every precaution to prevent it, regrettably, accidents may occur. If a client suspects damage to any item, it must be reported within 24 hours of the service completion. Should our team damage any item during service delivery, we will notify the client immediately. In such a scenario, No BS Cleaning Services reserves the right to repair or replace the item with a close value alternative. Please note that we cannot be held responsible for items that were previously broken or not properly attached or secured.

PETS: We are a pet-friendly cleaning service, and we take pride in providing a clean environment for both our human and animal clients. We kindly request that you secure your pets on cleaning days to ensure their safety. Please inform our office of any special requirements in safeguarding your pet(s) while in your home. To ensure the health of our staff, we will leave certain items and/or areas untouched, such as pet homes/beds, litter boxes, vomit, and/or fecal matter. Our housekeeper(s) are trained to clean around these areas. Should your pet have an accident, it will be your responsibility to clean it up. Our housekeeper(s) carry small cat and dog treats for your pets. If there are any changes regarding pet treat distribution, please inform our office.

ADDITIONAL SERVICES: We strive to meet all our clients' needs and will accommodate requests for extra services or additional cleaning on your next scheduled booking. To ensure we allocate enough time for the extra service(s), please inform our office as soon as possible. A quote will be provided for the additional service(s) and included on your following invoice.

NO BS CLEANING SERVICES

LIFTING FURNITURE, CLIMBING/BENDING: *We are determined to stay safe so we do not climb higher than a 3ft 2-step ladder, move or lift items heavier than 20lbs, or wash floors on hands and knees with the exception of bathroom floors.* However, there may be a request to move smaller furniture. In these cases we are not responsible for their breakage due to aged/old or faulty manufacturing nor will we be responsible for any damage moving these items may cause to your floor. We will not move furniture that contains electronics. We will not pull out kitchen appliances, if you move it prior to the cleaning visit to allow access, our team would be more than happy to clean the exposed area. We request that you place the appliances back into place.

PARKING: If there is no free parking space within a one block radius of your home you will be responsible for providing any one of the following; a permitted parking space, a valid parking permit, or cover all parking fees incurred while cleaning your home. If a parking spot cannot be found within a one-block radius by our housekeeper(s) nor provided by the client within a 15 minute window, your appointment will be canceled and a cancellation fee will be assessed.

PAYMENTS: Payments are due in full upon completion of service. For your convenience, we accept cheque, cash, credit or e-transfers to: payments@nobscleaningservices.com. If no one is home upon our arrival and there is no payment left behind, we will contact you immediately for a credit card. Through our online client portal you can set up pre-authorized payments with the electronic payment option of your choice.

PRICE ADJUSTMENTS: We reserve the right to issue rate increase at anytime. You will be notified when or if this occurs. As the needs or conditions of your home changes you may receive a price increase. If a client discontinues and reinstates service after a period of three months the original price is not guaranteed and a new rate may be given.

REFUNDS: Since cleaning is a very personalized and subjective service we cannot offer refunds. However, we do want you to be fully satisfied with our services. If a task was not completed to your standards simply contact the office and we will happily return to reclean that area - at no additional cost to you. There are no refunds on gift certificates.

TIPS: Tipping is never required, but always appreciated. Tips are a special thank-you for your housekeeper's hard work. When leaving a tip please include a note specifying. Leaving a note of appreciation means so much to us - we sincerely appreciate your business.

PRIVACY/PHOTOS: No BS Cleaning Services takes privacy very seriously. We at no time will share any client information with ANY outside source. We take before and after pictures for the purpose of insurance, education and marketing.

REVIEWS: We love reviews! So, if you LOVED your services please let us know on social media @no.bs.cleaning or Google or, even tell your neighbour's and tell all your friends! Feedback is important to help us grow.

