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## LORIA SIGNATURE CLEANING SERVICE POLICY DOCUMENT

Our policy is designed to ensure professionalism, transparency, and trust in every service. It outlines the terms and conditions governing our cleaning engagements, including scheduling, payments, cancellations, and service guarantees. A key part of our policy is Client Property Protection & Theft Prevention – we maintain strict standards to safeguard all client belongings, enforce staff accountability, and uphold integrity at every stage of service delivery.

### POLICIES

- **FEEDBACK SYSTEM:** After each service, clients receive a quick feedback form to help us improve.
- **MONTHLY REPORTS:** For ongoing contracts, we send a monthly cleaning and inventory restock report.
- **CONSULTATION:** First-time Short-let/Airbnb clients can request a Cleaning Consultation to assess needs.
- **SPECIAL REQUESTS:** Available upon discussion; may attract extra cost.

### TERMS & CONDITIONS

#### 1. RESPECT & CONDUCT

- Clients must respect our staff. Any harassment, violence, or attempt to make staff perform services outside the agreed scope will result in immediate termination of the contract without refund.

#### 2. PAYMENT

- Monthly cleaning: Full payment is required before the first cleaning date.
- One-time or special cleaning: 80% deposit before the date, and 20% upon completion.

#### 3. ELECTRICITY & WATER

- Clients must ensure a steady supply of electricity and water during the service.

#### 4. CANCELLATION

- Must be done at least 24 hours before appointment.



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- If our team waits for 1 hour at your gate without access, the session will be marked as completed and payment is non-refundable.

#### **5. OPERATING HOURS**

- Residential cleaning is available between 8 AM–6 PM.
- Commercial/event cleaning can extend to evenings or overnight upon agreement.

#### **6. ADD-ONS**

- Additional services outside the booked plan will be billed separately.

#### **7. RIGHT TO TERMINATE**

- We reserve the right to decline or terminate service in unsafe or unsanitary environments cleaning scope.

#### **8. TRAFFIC & DELAY CLAUSE**

- In Lagos, heavy traffic and weather can cause delays. We commit to informing clients promptly if schedules are affected.

### **CLIENT PROPERTY PROTECTION & THEFT PREVENTION**

- All our cleaning staff undergo a strict background check and are professionally trained before assignment.
- The company operates a zero-tolerance policy toward theft or property damage.
- Upon request, we can provide portable monitoring cameras during service hours, installed only with the client's knowledge and consent. Clients may choose camera placement (e.g., entrance, main living area) to allow real-time viewing of activities.
- Our team members are instructed never to open closed drawers, cabinets, or access private storage unless explicitly requested by the client.
- In the rare event of theft, the matter will be immediately escalated to the company's management and reported to the appropriate legal authorities.