



Before our arrival checklist:

- ✓ **Parking**- Our van will need to park as close to the door of entry as possible, please have the driveway or parking area clear for our team to park and set up equipment for your service. (We are not able to park in garages due to the van engine running during the service)
- ✓ **Vacuum** - Please thoroughly vacuum your carpets to remove hair, dust, excess soil and any debris (especially your high-traffic areas). This will help our team provide you with the best possible results with our multi step PH balanced cleaning process.
- ✓ **Empty/moving out**- Please have areas empty of furniture, boxes and debris.
- ✓ **Traffic areas** - If you have requested the cleaning of traffic areas only (around furniture) - please remove small items and personal items from around furnishings. e.g. Clothing, shoes, breakables, toys, etc. We are able to clean up to the edges of remaining furniture.
- ✓ **Moving furniture** - If you have requested our team to move furniture - please remove all knick-knacks and delicate or breakable items from the surface. We call this “clearing the decks for action”, this is a very important step and required in order for our team to move furniture. We are not able to move furniture with stacked items, breakables etc. *Please consult with customer service when booking what furnishings our team can move. We will be sure to make a list and provide the needed staff to accommodate this. Heavy items such as book shelves, pianos, large tv stands, heavy loaded bedroom furniture etc. will stay in place.
- ✓ **Remaining furniture** - Do not move remaining items of furniture into the middle of the room, as the main traffic areas will need to be pre-sprayed first. Our team will move any pre-requested furnishings during the cleaning process and put protective pads and blocks under the furniture as they are moved, cleaned underneath and put back.
- ✓ **Leave the spot cleaning to us** - Our certified technician will come prepared to tackle those spots of concern, there is no need to pre clean spots. Harsh off the shelf cleaners or multiple cleaning attempts can set spots to stains.

Once our team has arrived:

- ✓ **Special attention** – We want to provide the best results for you! During the pre-cleaning tour please call to your certified technician’s attention items you may want moved (please mention any weak legs, loose tops, etc.), Also any spots/stains and odors which may require special attention and identify the cause if possible. This is especially important for our team to be aware if previous spot cleaning attempts have been made or a specific concern is present. Pet urine requires a multi-step process for best results.
- ✓ **Pets** - We love your pets, for their wellbeing and our peace of mind please keep them away from the area of cleaning and secure in an area we will not be cleaning. The entry door will have to remain slightly open for our hoses.
- ✓ **If home** - If residents/children will be home at the time of your cleaning service we request to remain out of the cleaning area and away from the equipment during the cleaning process.
- ✓ **Relax** - Sit back and relax, let us do the work!