

Thank you for choosing Martilla Cleaning. To ensure an exceptional experience and a clear understanding between our clients and service teams, please review our official company policies outlined below. These terms apply to all scheduled bookings.

1. Payment Structure & Secure Channels

All cleaning services are structured on a split-payment framework. A **30% upfront deposit** is required to secure and confirm your booking slot. The remaining **70% balance** is strictly due immediately upon the successful completion of the cleaning service.

CRITICAL SAFETY POLICY: All financial transactions must be processed digitally through our approved secure payment channels: **Bank Transfer, PayPal, or Stripe**. Under no circumstances should cash payments be handed directly to our onboard cleaners. Martilla Cleaning will not accept liability for cash settlements.

2. Cancellation & Rescheduling Framework

We value our teams' schedules and reserve time slots exclusively for you. Therefore, cancellations and adjustments are bound by the following structural timeframes:

- **Notice Period of 48 Hours or More:** Clients may cancel their booking completely. The 30% upfront deposit will be fully refunded to your original payment method within 5 to 7 working days.
- **Notice Period Between 48 and 24 Hours:** Absolute cancellation is not permitted. However, clients are entitled to reschedule the booking to any available slot within the upcoming three (3) months.
- **Notice Period Under 24 Hours:** Bookings cannot be cancelled, refunded, or rescheduled under any circumstances due to operational commitment.

3. Damage Reporting & Liability Protocols

Our cleaning personnel operate with the utmost caution and professional care. However, in the rare event of accidental damage to property, **the damage must be reported directly to our support desk immediately while the cleaner is still physically present at your premises**. This allows for instant on-site verification and the swift initiation of insurance or resolution protocols. Reports filed after the cleaner's departure cannot be evaluated for liability.

4. Post-Service Settlement

Once the assigned cleaning team has completed their checklist and you have inspected the results, you are requested to settle the remaining 70% outstanding balance online. The payment links provided via Stripe, PayPal, or our formal bank coordinates must be utilized for an immediate digital receipt generation.

✨ Smart Bookings, App Rewards & Community Feedback

Manage your service effortlessly via our website www.martillacleaning.com or our official mobile application. Every booking processed automatically earns you **Loyalty Points**, which stack directly inside your profile as credits to save money on your upcoming bookings!

Your Voice Matters: As a growing service community, we highly value authentic experiences. We kindly request our clients to share a brief **video feedback review** of our service. Your genuine video testimonials help future clients book with confidence and enable us to constantly maintain elite service standards.

If you have any questions regarding these policies, please reach out to your Support Agent via our official channels.

Thank you for partnering with Martilla Cleaning!