

COASTAL

CLEANING SERVICES

New Client Information:

Name:	Phone:
	Email:

Address:

Sq. Ft.:	Actual Beds:	Actual Baths:
Turnover Quote:	Deep Clean Quote:	

Why Do We Charge What We Charge?

1. We are a small business, and our clients are our priority. Most of our clients live out of state and depend on us to make sure their units are prepared for every guest.
2. We work so you don't have to. This industry is twenty-four-seven, and 365 days a year. Including nightly emergencies, weekends, and holidays.
3. Many properties are in highly desired areas, while in peak season, traffic is often very dense. It takes time to get to and from your unit.
4. We must carry, in both directions: heavy linen bags, supplies, and equipment in order to perform the job. This includes inclement weather, time for preparation, sanitizing as well as maintaining our equipment after each clean.
5. COVID-19, has caused an increase in the cost of cleaning products, gasoline, insurance, etc. This inflation has remained a constant in the industry.
6. In most cases, you do not know your guests...nor do we. Potentially subjecting ourselves to infectious diseases every day. Everyone's lifestyle is different, so personal protective equipment is necessary.
7. We invest back into our company, which in turn helps us better serve you. We are constantly growing, upgrading our equipment, and integrating technology into our process.



Turnover Service (Vacation Rental Standard):

Tell us what you like and do not like about your current service and why:

What's Included In Your Turnover Service?

1. A full clean, and sanitization of your unit.
2. At each cleaning your unit will be provided the starter amenities listed below. They will be refilled as needed.
 - 1 roll of toilet paper per bathroom
 - Hotel size shampoo, conditioner, massage bar soap, and lotion per bathroom
 - Hand soap in bathrooms and kitchen
 - Dish soap, 2 dishwasher packets, 1 new sponge, paper towel roll & garbage bags
3. Pillow and mattress protectors are required and to be provided by customer (We do not clean these).
4. With our linen service all of your linens, towels, wash cloths, bath mats, kitchen, and hand towels are laundered, folded, and placed in your unit.
5. We take inventory of your items via after service photos, document placement via photos as reference and your safety as well as your guests' accountability in the event items are damaged or stolen.
6. Photos sent to you after each turnover sent to your preferred contact method or through our provided software(s).

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Deep Clean Service:

Tell us your concerns and things you'd like us to focus on:

What's Included With Your Deep Clean?

1. All furniture/appliances to be cleaned behind must be moved by client.
2. Move all area rugs and remove loose sand or dirt underneath.
3. Spot treat any stains on couch/area rugs.
4. Clean ceiling fans, light fixtures, and any high items.
5. Wipe down all walls and interior windows.
6. When emptied by customers we clean cabinets/drawers (inside/out).
7. Clean the inside of the oven.
8. Sanitize all mattresses as well as wash all mattress/pillow protectors.
9. Clean blinds/curtains.
10. Change the air filter if ones are provided.
11. Everything else that's included with your regular turnover service.

Which includes: All surfaces, door knobs, light switches, remotes, windows sanitized. bathroom; toilet, shower/tub, sink, mirror, sanitize floors. Bedrooms; dust, sanitize, make beds, kitchen; put away dishes, clean sink, clean the inside/out of the microwave and fridge. Wipe all cabinets as needed, sanitize floors. Living area; disinfect couches/cushions, dust, sanitize all areas, vacuum or sanitize floors. Baseboards are always checked/cleaned each turnover.

Deep Cleans are highly recommended every quarter and are 2x your turnover rate and will affect your overall guest's experience.

*Additional charges; carpet cleaning, grout cleaning, and exterior windows. Upon taking you on as a client, we require a deep clean of your unit in preparation for the busy season ahead. However there may be exceptions based on inspection of your unit. We strive for 5 Star reviews for both you and Coastal Cleaning.



How To Avoid Additional Fees:

Please be mindful that most of these scenarios below impede our ability to get to other clients units in a timely manner as well as allow us enough time to make sure your unit is ready for a 5 Star Experience.

We appreciate your understanding and agreeing to the following:

1. If you have a guest staying 30 days or more it will be one and a half times your turnover rate, however a deep clean would be highly recommended.
2. Excessive filth will be assessed and charged on an individual basis, however is capped at your regular deep clean fee or your deep clean fee plus \$100 for stays 14 days or longer if not discussed beforehand.
3. Hazardous clean - (urine, feces, vomit, blood) - \$100 or more in a same day turnover situation, (pictures will be provided to show that the extra work needed.)
4. We need a minimum of 48 hours notice for new cleanings. However, we would prefer to know of any bookings immediately.

Cleaning Club:

If you would like to join the cleaning club for \$95.00 a month the following fees are no longer applied.

1. Same day clean that is not scheduled, due to an owner scheduling issue - One and a half times your regular turnover rate. (This includes last minute same day cleaning.)
2. Cancellation fee- within 12 hours of scheduled clean - \$35.
3. Pet hair fee (Fluffy Package) - \$25 to \$45 depending on size of property.
4. Trip fee- Going to your unit outside of your regular scheduled clean. - \$30.
5. Errand fee- Making special trips to the store in order to pick up and or replace required unit supplies. - \$50.

The logo for Coastal Cleaning Services features the word "COASTAL" in a large, dark blue, serif font. The letter "C" is enclosed within a simple house outline. Small, light blue starburst icons are placed above the "S" and below the "L". Below "COASTAL", the words "CLEANING SERVICES" are written in a smaller, dark blue, sans-serif font, with wide letter spacing.

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6. We will not accommodate early check-ins on same day turnovers AND will not tolerate late checkouts. A \$75 fee will be imposed unless discussed prior. This could jeopardize another unit not getting clean on time.

Sign:

Date:
