

Voucher Block of Time

We realize some homeowners have unique cleaning needs that may not require the full list of cleaning tasks associated with our standard cleaning packages. The Voucher of Time provides flexibility, which allows customers to pick and choose their specific and unique cleaning needs.

The following chart below shows approximate times associated with cleaning key rooms in a home.

Average Times PER CLEANER for a 3,500 sq. ft. home

	<i>Willow Maids</i> <i>1st Time Customer</i> Average Time Clean *	<i>Occasional Customer</i> Average Time **	<i>Recurring Customer</i> Average Time **
Kitchen	60 – 75	45 – 60	35 – 45
Bathroom – Master	60 – 75	45 – 60	35 – 45
Bathroom – Spare	45 – 60	30 – 45	25 – 30
Bedroom – Master	20 – 40	15 – 30	13 – 15
Bedroom – Spare	20 – 30	15 – 20	10 – 15
Family Room	25 – 40	20 – 30	15 – 20
Making Beds	5	5	5
Collecting All Trash	10	10	10

*Deluxe Clean includes **HAND WASHING** cabinets, baseboards, windowsills, doors, doorframes, ceiling fans.

** Willow Clean includes hand washing kitchen cabinets and **DUSTING** baseboards, windowsills, doors, doorframes, ceiling fans.

*****BLOCKS OF TIMES IS NOT A GUARANTEE** – Our standard cleaning packages, Deluxe, Willow, Flex, Move-In/Out factors in numerous calculations based on your home, to include total home square feet, (not the square feet cleaned) type of floors, pets, condition of kitchen cabinets, baseboards, and level of soap scum, just to name a few. As a result, we can guarantee to get your home completely cleaned on our standard cleaning packages for the price and time in your estimate. Blocks of Time do not take any of those factors into consideration and so there is no guarantee we will finish your Priority List.

If you forgot to list your priorities on your voucher, no problem – It’s as simple as 1, 2, 3

1. Tell us the “Priority List” of the areas you want cleaned. We will add this to your work order.
2. **Calculate the time;** factor in the condition of your home and the areas you want cleaned. (As a guide use the chart above)
3. When the cleaners arrive, the cleaners’ start at the top of your list and work down, completing as many tasks as possible in the time you purchased. The cleaners will work at a professional pace, as always. The cleaners will not perform any tasks that conflict with our policies or present a safety or health risk.

Voucher Times are sold on “total hours” for 1 cleaner and not time in the home. Example: 4 total hours with 2 cleaners is 2 hours at the home. 4 total hours with 3 cleaners is 1 hour 20 minutes at the home. Time at the home is calculated: Total Hours purchased / Total Cleaners = Time at the home.

Very Important: *There are no pro-rated refunds if the cleaners complete your Priority List before the time on your voucher expires. In that event, ask your cleaners to clean additional areas until time runs out. Your voucher time starts when the cleaning crew arrives at the home and ends exactly at the end of time purchased.*

If you have questions please e-mail info@willowmaids.com or Call 651-768-3258.