

TERMS & CONDITIONS & PRIVACY POLICY

By checking the box on our website, you acknowledge that you have read and agree to the Terms & Conditions and Privacy Policy of WIPED Cleaning Services.

1. SERVICE TERMS

1.1 Scheduling & Cancellations

- All appointments must be scheduled in advance.
- Cancellations or rescheduling must be made at least 24 hours before the service.
- Same-day cancellations or no-shows may incur a fee of up to 50% of the service cost.

1.2 Payment & Card Authorization

- A valid payment card is required to secure all bookings.
- Your card will not be pre-authorized until the business day before your scheduled service.
- Your card will only be charged after the service is completed.
- Payment is due immediately after the cleaning.

1.3 Access to the Property

- You agree to provide timely and safe access to the property.
- If our team is unable to access the property, a cancellation fee may apply.

1.4 Safety Limitations

We do not clean:

- Hazardous materials
- Mold, bodily fluids, or animal waste
- High areas requiring ladders over 3 steps
- Any areas or items posing safety risks

Cleaners may decline unsafe tasks.

1.5 Satisfaction Guarantee

Notify us within 24 hours of any concerns. We will return to re-clean reasonable areas at no cost.

2. PHOTO PERMISSION (OPTIONAL)

We may take before/after photos of cleaned areas only.

No personal items, people, or identifying details will ever be included.

Photos may be used for:

- Quality control
- Staff training
- Occasional promotional use

You may opt out at any time.

Email Confirmation:

After booking, you will receive an email asking for photo permission approval. You may approve or decline with one click.

3. PRIVACY POLICY

3.1 Information We Collect

- Name, email, phone number
- Service address
- Service preferences
- Payment method (secured by third parties)

3.2 How We Use Your Information

- Manage and complete your service
- Communicate updates or reminders
- Process payments
- Improve service quality

We do not sell or share your information with unrelated third parties.

3.3 Payment Security

All payments are handled through secure processors.

We do not store your full card details.

3.4 Data Protection

We use reasonable safeguards to protect your personal information.

Thank you for choosing WIPED Cleaning Services! We're excited to make your home feel fresh, clean, and welcoming.