



# *Welcome* GUIDE

A RARE Cleans Welcome Guide



Everything You Need to  
Know Before Your First Clean

Professional Cleaning Services with a Personal Touch  
[info@renosraregta.com](mailto:info@renosraregta.com) | [www.renosraregta.com](http://www.renosraregta.com)

@rarecleans | Facebook & Instagram

# Welcome

*A Message From the RARE Cleans Team*

Welcome to RARE Cleans!

We're so excited to bring cleanliness, comfort, and peace of mind into your home.

Whether it's your first time booking with us or you've signed up for recurring services, our goal is to provide an exceptional cleaning experience from start to finish.

This guide covers everything you need to know before your first clean—what to expect, how to prepare, and how to get the most out of our services.

We can't wait to help your space shine! ✨

Sincerely,

The RARE Cleans Team

✉ info@renosraregta.com | 🌐 [www.renosraregta.com](http://www.renosraregta.com)

# What to Expect

## **Before Your Appointment**

- You'll receive a reminder email 24 hours before your scheduled cleaning.
- Our team will notify you when they're en route.
- Please ensure easy access to your home (keys, codes, or someone present).
- We kindly ask that any clutter or personal items are tidied to allow us to clean effectively.
- If you need to cancel or reschedule, please provide at least 24 hours' notice to avoid a cancellation fee.

## **During the Clean**

- Our team will follow your selected cleaning checklist (Standard, Deep, or Move-In/Out).
- We'll bring our own eco-friendly supplies and tools unless otherwise requested.
- We respect your privacy and work efficiently and professionally in your space.
- Have pets? No problem — just let us know any special instructions in advance to keep everyone safe and comfortable.

## **After the Clean**

- You'll receive a confirmation that your clean is complete.
- Your space will be refreshed, sanitized, and ready to enjoy.
- Feel free to leave feedback or request changes — your satisfaction matters most!
- We love hearing from you — your feedback helps us grow and improve our services.



Explore Our Services



# Spotless Solutions from Room to Room

RARE Cleans is your expert choice for creating clean, peaceful, and healthy spaces. Our trusted team provides detailed, personalized cleaning solutions tailored to your needs



## Standard Cleaning

Light upkeep to keep your space fresh

- Dusting all surfaces
- Vacuuming & mopping floors
- Bathroom touch-ups
- Kitchen wipe-downs
- Garbage removal



## Deep Cleaning

Extra attention for neglected spaces

- Baseboards & door frames
- Inside appliances (optional add-on)
- Tile scrubbing & soap scum removal
- Dusting vents, blinds, light fixtures



## Bathroom Detailing

Sanitized from top to bottom

- Shower & tub scrub
- Toilet, sink & mirrors
- Floor & wall disinfection
- Chrome polishing



## Kitchen Detailing

A fresh start for your cooking space

- Backsplashes and counters
- Sink scrub & shine
- Exterior of all appliances
- Stove top degreasing



## Move-In/Move-Out Cleaning

For empty homes that need a full reset

- Inside cabinets & drawers
- Detailed appliance cleaning
- All surfaces scrubbed & sanitized
- Final polish of floors & fixtures



## Add-on Services

Tailor your clean with these extras

- Light Organization
- Wall Spot Cleaning
- Baseboard Cleaning
- Blinds Dusting
- Interior Window Cleaning
- Bed Sheet Change
- Dishwashing Service
- Interior Oven Clean
- Interior Fridge Clean

# Bundle Packages

*Get the best value by combining your most-needed extras*

## Total Home Reset

Oven, fridge, baseboards, windows, organization

## Kitchen Hero

Fridge + oven clean, dishwashing, backsplash detail

## Pet Owner Bundle

Baseboards, blinds, vacuuming extras, deodorizing

## Deep Clean Add-On

Detail work: baseboards, vents, blinds, light fixtures

## Refresh Bundle

Light touch-up: kitchen wipe down, bathroom freshen up, vacuum

# À La Carte Add-Ons

*Select individual services to enhance any clean*

- Light Organization
- Wall Spot Cleaning
- Baseboard Cleaning
- Blinds Dusting
- Interior Window Cleaning
- Bed Sheet Change
- Dishwashing Service
- Interior Oven Cleaning
- Interior Fridge Cleaning

**Pricing available upon request. Bundle packages offer the best value.**

# Policies & Terms



## **Scheduling & Appointments**

Appointment times are based on availability and may include arrival windows. You will receive a reminder email 24 hours before your scheduled clean. Please ensure access to your home (key, code, or someone present) at the time of service.

## **Cancellations & Rescheduling**

Please provide a minimum of 24 hours' notice to cancel or reschedule. Cancellations with less than 24 hours' notice are subject to a \$50 cancellation fee. No-shows may be charged 50% of the scheduled service fee.

## **Deep Clean Surcharge**

If your home hasn't been professionally cleaned within the last 4–6 weeks, or requires extra attention due to buildup, pet hair, or clutter, a Deep Clean Fee of \$50–\$100 may apply. We'll always confirm with you before additional charges are made.

## **Payments**

Payment is due at the time of service unless otherwise arranged. We accept e-transfer to [info@renosraregta.com](mailto:info@renosraregta.com) or credit card payment via our booking system.

## **Pets**

We love pets! Please let us know in advance of any special instructions or areas to avoid.

## **Satisfaction Guarantee**

Your satisfaction means everything to us. If you're not completely happy, please let us know within 24 hours and we'll make it right.

*[These policies are in place to ensure the best experience for every client.](#)*  
*[We appreciate your understanding!](#)*