



Clean & Tidy Policies and Procedures

Version Date: April 2026

By working with Clean & Tidy, you agree to follow the policies and procedures outlined in this document. The most current version will always apply.



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Our Procedures

Hourly Rate

Please note that these rates are current as of the date of this document. Rates are reviewed and updated annually; rate changes will be communicated to clients via email.

Our standard rate is \$54.00 plus tax per cleaner, per hour of service.

If two cleaners are requested, the rate is \$108.00 plus tax per hour. While the hourly rate doubles, total cleaning time is typically cut in half, resulting in a similar overall cost.

Minimum Fee

A minimum charge of \$110.00 plus tax applies to all cleans two hours or less.

Team Cleans

Team cleans are reserved for first cleans, spring cleans, or homes requiring 5+ hours of service. Homes under 5 hours will be serviced by one cleaner.

Client Information Form (CIF)

We collect information in our Client Information Form (CIF) so that we can ensure personalized service.

CIF information includes:

- Client name(s)
- Address
- Pet information
- Home access information
- Schedule information
- Cleaning duties, including extras
- Special needs

CIFs are stored securely to protect your information. Learn how your information is protected in our [Personal Information Policy](#).



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First Cleans

First cleans take much longer than maintenance visits.

Recommended Budget

During our initial Client Meeting, we will meet with you to inspect your home and suggest a recommended budget to complete your first clean. Please note that the recommended budget is not a quote. It is an estimate and can change depending on the length of time needed to properly clean each area.



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Spending Limit and Priority Lists

During your initial Client Meeting, you are welcome to set a spending limit amount and a priority list.

For first cleans:

- Your first clean may not be able to be completed within your spending limit. We will start with the kitchen and bathrooms first. If you would like to set other areas as priority to be cleaned first, please let us know.
- If we reach the spending amount that you have set and additional time is still needed to complete your clean:
 - We will contact you to provide the option to approve a budget increase to complete the entire clean.
 - If we can't reach you, we'll complete the current area we have started working on only.
 - Regardless of whether additional time is approved, we will complete the rooms we have started, including floors. This may incur overages without prior approval so that we can complete this area.



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Standard Cleaning Duties

We complete the following tasks during each clean:

- Vacuum and mop all floors
- Clean inside windows (main floor and reachable areas)
- Wipe exterior of appliances
- Dust light fixtures for cobwebs (staying 2 inches away from fixture)
- Dust all surfaces and easily movable items
 - Please note that we do not move heavy furniture (beds, couches, etc.)
- Spot-clean walls, backsplashes, and cupboards
- Wipe door frames, door ledges, handles, and light switches

Extras

There is no extra fee for these services - you will be charged only for the time needed to clean these items but you do need to request that they are included.

- Inside microwave:
 - If you would like to request this service, please leave a note for your cleaner on the day of your clean.
- Inside fridge, oven, dishwasher, washer, or dryer:
 - If you would like to request this service, please provide at least 1 week's notice directly to the office (call or email).

Special Occasions

If you expect a longer clean due to special occasions like renovations, holidays, or parties, we require 1–2 days advance notice so that we can accommodate extra time in your cleaner's schedule.



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Your Cleaner

Weekly and bi-weekly clients are assigned the same cleaner(s). Monthly clients may have different cleaners depending on availability.

If your cleaner will be unavailable, we will give you as much notice as possible. In these cases you can:

1. Accept a substitute cleaner that day;
2. Reschedule with your regular cleaner; or
3. Cancel the clean.

Please note that advance notice may not always be possible due to personal emergencies, illness, etc.

Weekly and bi-weekly clients will be notified if a long-term cleaner leaves the company (after 6+ months with you).

Arrival Times

Arrival times after 1:00 pm may vary by 30–60 minutes due to traffic or prior cleans. We will notify you via email if a cleaner will be arriving more than 1 hour later than scheduled.

Service Frequency

We offer weekly, bi-weekly, every-three-weeks, and monthly services.

One-time cleans require a Client Meeting where a budget will be suggested.

For current clients wishing to pause your regular service to occasional cleans:

- Your CIF will be removed after 6 months of inactivity.
- After one year of inactivity, a new Client Meeting and quote may be required.



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Our Products

We use Norwex and other all-natural, scent-free, chemical-free products safe for children, pets, and all surfaces.

We provide all cleaning supplies and equipment with exception of the following, which we require clients to provide:

- Non-silicone toilet brushes (please replace as needed)
- Step stool (max. 3-step)

If you would like us to use your personal vacuum, please notify us via email. Please note: Clean & Tidy cannot be held responsible for damages if you request that we use your personal vacuum. It is the client's responsibility to ensure their vacuum is clean, functional, and well maintained. We advise doing a full clean of your vacuum every two months.

Chemical Cleaners

If you have used chemical cleaners in your home in the past, please note that our all-natural cleaning products may take a few cleans to completely remove the residue left behind from chemical cleaners. This may result in cloudiness or streaking until the residue has completely lifted.

If you would prefer that we use chemical cleaning products in your home:

- You must supply and maintain all products, materials, and tools.
 - Eg. To use a chemical floor cleaner, clients need to provide the cleaning product as well as the mop and bucket. We cannot cross-contaminate our materials and tools with chemical cleaners.
- Some of our cleaners have allergies or sensitivities to chemical cleaners, which is an important reason why they have chosen to work with Clean & Tidy. Substitutions may be required either in staff or products used.



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Home Access

It is very important to us that our clients feel as comfortable as possible about us being in their home. It is completely up to you how you would like us to enter your home.

You may provide access by:

- Supplying a key
 - We will label your key with your first name only, no surnames
 - We take a photo of your key to keep on file
 - Client keys are never kept on the same ring as a cleaner's personal keys
- Sharing a garage code
 - Only your cleaner and our office will have this code
- Leaving a key in a discreet location
 - You will need to provide the location to the office, which we will provide to your cleaner
 - Your cleaner will return your key to the same location at the end of your clean unless otherwise instructed
- Being home to let the cleaner in
 - If you will not be there at the end of the clean, please provide instructions for locking up
 - If you are usually home during your clean but will not be present on occasion, please make sure to provide an alternate form of entry such as a key or garage code. We will only use that manner of entry that one time, unless otherwise instructed to use it as an alternate method of entry.

Learn about how we securely store your home access information in our [Personal Information Policy](#).

Unable to Enter

If we are unable to access your home using the method of access you have provided, we will attempt to contact you. If we are unable to reach you, we will wait 5 minutes after attempting contact before a [standard cancellation fee](#) will be applied.



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Parking Policy

We take our staff safety seriously and as such have implemented a Parking Policy so that our staff can safely access your home.

Free Parking

Our staff must be able to access a no-cost parking spot. We do not believe it is fair to ask or expect our staff to pay out of pocket to pay for parking and then be reimbursed.

Reasonable Distance

As we bring our own cleaning supplies to your home, including large items like vacuums, our staff must be able to access your home from parking within a reasonable distance.

Safe Route

Our staff must be able to access your home from parking through a safe route that does not include crossing major roads or intersections on foot.

Electricity and Running Water

Cleaners require access to electricity and running water. If you know either of these utilities will be unavailable on the day of your clean, please contact us so that arrangements can be made.

If unavailable upon our arrival, we'll contact you by phone and/or email. If we are unable to reach you, we will wait 15 minutes after attempting contact before a [standard cancellation fee](#) will be applied.

Power Outages

In the event of a power outage while we are on site, we will contact you for instruction in terms of if we should check circuit breakers or other potential issues.

If it is not an issue we can fix with your instruction, we will wait 15 minutes for the power to return, during which you will not be charged. If the power does not return after 15 minutes, we will contact you to reschedule the clean. In this scenario, the client will only be charged for time spent cleaning.



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Drop-In Inspections

Management performs drop-in inspections regularly to ensure quality standards. We believe that one way to ensure quality standards is to make sure that employees know that an inspection can happen at any time. Inspections occur while cleaners are present in your home and may take place multiple visits in a row.

If you are home during your clean, this is also a great time to address any issues or questions that you may have had regarding previous cleans with management.

If a manager is completing your clean:

- They may be required to leave during your clean to complete an inspection. Inspections are a top priority for us and occasionally they do not line up with the end time of cleans. The manager will return after their inspection to complete your clean. You will only be billed only for active cleaning time.
- They may arrive late to your clean if they have an inspection prior. We will do our best to contact you to inform you of this. You will only be billed only for active cleaning time.

If your home requires registered parking, or you pay additional for gas, inspections may be unable to be completed. If you would like to request an inspection, please contact our office so that we can arrange parking with you.

Requesting an Inspection

Clients are welcome to request an inspection. Please contact our office to book.



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Our Policies

Health and Safety Policy

We prioritize safe working environments for clients and staff. Please ensure all areas are safe and free of hazards.

Clean & Tidy is bonded, insured, and covered by WSIB.

We prioritize the safety and comfort of our clients so that you can feel confident welcoming us into your home:

- All staff are required to provide an up-to-date police check prior to being hired.
- Clients are welcome to request copies of these documents.
- We are happy to provide references upon request. References include contact information which you are welcome to contact.

Health & Safety Representative

Amanda Norman

Health & Safety Audits

Health and Safety audits are conducted monthly at random by our Health & Safety Representative. The audit will take place during the time of a clean.

The audit report will be kept confidential, with exception of:

- Clients will be contacted if a health or safety issue is identified. Unsafe areas must be corrected before service resumes.
- Clients may request a copy of the audit report.



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Workplace Injuries

If a cleaner or manager gets injured in your home or office due to an unsafe environment:

- Clean & Tidy will submit a report to WSIB;
- WSIB may determine client responsibility;
- WSIB has the right to request photos of where the injury occurred for their assessment.

If a cleaner or manager gets incurred in your home or office due to a fault of their own:

- Clean & Tidy will submit a report to WSIB;
- the client will not be held responsible for damages unless determined by WSIB.

Height Safety

Our staff can only clean items that can be reached by a 3-step stool, no higher. Step stool must be provided by the client.

Please note that if your cleaner is pregnant and a step stool has been used in the past to access something in your home, we will be unable to do this during their pregnancy.

Railing Policy

If a level has more than three (3) stairs, a railing must be installed in order for us to complete that level safely.

Smoking in Enclosed Workplace Policy

In order to ensure a safe workplace for our staff and to comply with the Ontario Human Rights Code, Clean & Tidy does not provide service to homes or offices where tobacco or cannabis have been smoked or vaped indoors, as these are classified as enclosed workspaces for our staff.

We reserve the right to refuse service to clients where it is evident that tobacco or cannabis has been recently smoked or vaped indoors in the same area in which service is to be provided. In such cases, clients will be charged a late cancellation fee.

For medical cannabis use, ensure the service area has been smoke-free (including vaping) for at least 24 hours in advance of our arrival.



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Heat Safety

Cleaners may open windows or use A/C to ensure the wellbeing of our staff. They will return all settings to normal and close any windows before leaving. Please let us know if a cleaner has failed to do so.

If the home is not equipped with air conditioning and opening windows does not alleviate the heat, we also reserve the right to end the clean and instruct the cleaner to leave if the temperature in the home reaches unsafe levels for the physical exertion of cleaning. In this event, clients will be charged for the time spent cleaning as follows:

- Under 2 hours: \$110.00 plus tax
- Over 2 hours: clients will only be charged for the time spent cleaning

Client Illness

Cleans cannot proceed if someone in the home is ill.

If you or a family member is staying home with an illness the day of your scheduled clean, please call us as soon as possible so that we can reschedule.

If illness is discovered on arrival, a [standard cancellation fee](#) applies.



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Cancellation Policy

Standard Cancellation Fees

To cancel your regular clean, notify our office at least one hour before the scheduled start time.

Less than one hour's notice will result in cancellation charges:

- Regular cleans: full cleaning charges apply;
- Cancellation part way through completion (2 hours or under into the service): 2 hour minimum (\$110.00 +tax);
- Cancellation part way through completion (over 2 into the service): charged for time spent;
- Extra services requested that day that require a second cleaner: full cleaning charge plus additional two (2) hour fee;
- First or spring cleans: minimum of 2.5 hours per assigned cleaner;
- If the cleaner has already departed for your home when you cancel, gas fees may also apply.

Cleans that Land on Holidays

Cleans scheduled on holidays are automatically cancelled. You may reschedule by contacting the office. Your regular cleaning schedule will not be otherwise affected.

Putting Service on Hold

If you pause service for any reason, your information remains on file for 6 months. After that, your information will be deleted for privacy reasons. A new meeting and quote will be required to resume service.



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Communication Policy

For privacy reasons and to ensure effective communication, all business related communication should go directly through Clean & Tidy's owner, Shelby.

Email: info@cleanandtidykw.com

Phone: 519-208-TIDY

We do not give out our staff's personal contact information.

Important Updates

Important updates (rate changes, policy updates, holiday closures, etc.) will be communicated via our newsletter.

It is the client's responsibility to subscribe to the newsletter and review it upon receipt to stay informed of important updates.

[Follow this link to subscribe to our newsletter](#)

These updates will also be posted on our website on the [Client Information page](#).

Client Reminder Emails

We send out client reminder emails (and/or text messages if requested) 2 days before your scheduled clean.

If for any reason the reminder is not received, your scheduled clean will still proceed as planned. Clients are responsible for preparing for their clean on the confirmed date, regardless of whether a reminder is received.

Photography Policy

Cleaners may take before/after photos for company use on social media or otherwise.

Family photos or personal identifiers will never be shown.

Notify us if you prefer no photos taken in your home.



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Personal Information Policy

Your privacy is important and we take data security seriously. Clean & Tidy is committed to protecting your personal information in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

Overview

- We only collect the info needed to deliver cleaning services.
- We keep your information secure and limit access to authorized staff.
- We never sell your information.
- You can request access to or correction of your information anytime.

Privacy Officer

Effective November 1, 2025, Shelby Behling is designated as the Privacy Officer for Clean & Tidy under PIPEDA.

The Privacy Officer is responsible for:

- Ensuring the company complies with PIPEDA and its fair information principles;
- Overseeing how personal information is collected, stored, used, and disclosed;
- Responding to customer questions or complaints about privacy;
- Training staff on privacy requirements;
- Investigating and documenting any privacy breaches.

Contact for Privacy Officer

info@cleanandtidykw.com

519-208-TIDY



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Information We Collect

We collect the following information through our Client Information Form (CIF):

- Name, address, contact information;
- Alarm codes or access instructions;
- Service notes or cleaning preferences.

Credit card information is collected and stored via Quickbooks only. Only office staff have access to information in Quickbooks. Clean & Tidy's Quickbooks account is password protected and requires Shelby's fingerprint ID to log in.

How Your Information is Used

We use the information collected via your CIF to:

- Schedule and perform cleaning services;
- Communicate with clients;
- Process payments;
- Improve quality and safety.

We do not sell or share personal information.



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How Your Information is Stored and Protected

CIFs are stored either as:

- A password-protected PDF on the office password-protected laptops;
 - Only Clean & Tidy office staff have access to the password protected laptops that store CIFs.
 - Only Clean & Tidy office staff have access to the passwords that protect CIFs.
 - All laptops are protected by antivirus software with anti-ransomware functionality, which is kept up to date through a remote monitoring management system.
 - All data is hosted locally and backed up daily.
- A password-protected photo on a mobile device. The device must be password protected, and the photo must also be protected by an additional password that is different from the device password.

CIF passwords are only shared with cleaners when they are needed to access a home or office perform cleaning services, at which time:

- A member of Clean & Tidy's office staff emails the password protected CIF to the cleaner;
- A member of Clean & Tidy's office staff calls the cleaner to provide the password;
- Passwords are never emailed, texted, or otherwise written down.

CIFs are destroyed after service cancellation or 6 months of client inactivity.



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Privacy Breach

If a privacy breach occurs that creates a real risk of significant harm, Clean & Tidy will promptly notify affected individuals and report the breach to the Office of the Privacy Commissioner of Canada, as required by PIPEDA.

Requesting Your Information

Clients are sent their CIF once it is created. If you have lost your CIF or would like to ask for corrections, Clean & Tidy will provide a copy within 30 days of request.

Requests can be sent to Privacy Officer Shelby Behling at info@cleanandtidykw.com.

Concerns or Complaints

Concerns or complaints regarding your personal information can be sent to Privacy Officer Shelby Behling at info@cleanandtidykw.com.



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Internal Procedures

Data Protection

- CIFs must be stored either as:
 - A password-protected PDF on the office password-protected laptops; or
 - A password-protected photo on a mobile device. The device must be password protected, and the photo must also be protected by an additional password that is different from the device password.
- Only Clean & Tidy office staff will have access to the office password-protected laptops.
- CIFs are only to be stored digitally. Do not print and/or store printed versions of CIFs.
- CIFs are deleted after service cancellation or 6 months of client inactivity.
 - Upon deletion, Clean & Tidy office staff will update any staff who may have a password-protected photo of that client's CIF to delete it from their phone.
- All staff are trained on the importance of personal information data security.
- All staff are trained on processes for sharing and storing client information.
- Staff may not save client phone numbers, addresses, or other personal information on their mobile devices in any form other than a password-protected photo of the CIF.
- Staff must delete photos of CIFs from their personal devices if/when:
 - That staff member no longer services that client;
 - A CIF is deleted due to service cancellation or 6 months of inactivity;
 - The staff member no longer works for Clean & Tidy.
- Staff are required to sign a document to ensure they understand and will adhere to our data protection policy.
- Ensure all antivirus software is up to date.

Sharing Client Information

- Client information is not shared with anyone outside of Clean & Tidy.
- Client information is never sold.
- Staff receive only the information needed for the houses/offices they clean.



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Privacy Breach

A privacy breach may include:

- Lost keys;
- Access information emailed to the wrong person;
- Lost or stolen device containing CIF(s);
- Internet breach of data on laptop.

If a breach occurs, immediately notify the Privacy Officer (Shelby), who will:

- Document the breach;
- Notify affected clients if there is a risk of harm;
- Notify the Office of the Privacy Commissioner of Canada if there is a risk of harm.



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Payment Information

Accepted Payment Methods

We accept credit card and e-transfer as methods of payment.

Credit card payments include a 2.99% + \$0.25 processing fee. To pay by credit card, please contact the office directly.

Payment is due the day of service (no later than 48 hours after).

Monthly billing is available by request.

Late Payments

Late payments over 30 days incur a 2% monthly fee. Payments that are not received within 48 hours of your next scheduled clean will result in automatic cancellation of that clean.

Gift Cards

Gift cards are available to purchase by email or phone. Gift cards are final sale only and not eligible for refund.

Referral Incentive Program

Gift cards can be earned through referrals: refer two clients who become regular (monthly, bi-weekly, or weekly) clients and receive a one-hour gift card.

Gift cards must be presented at the time of use. Your cleaner will return the gift card to our office for our records.