



## **2 Sistas Cleaning Service**

**Phone:** 804-499-0793

**Email:** jc2sistascleaningservice2026@outlook.com

**Business Hours:** 8:00 AM – 5:00 PM (Sunday – Saturday)

### **Welcome to the Family!**

We're so glad you're here! Thank you for choosing **2 Sistas Cleaning Service** to care for your home. We believe a clean space is a happy space – and we're committed to delivering a seamless, sparkling experience from day one.

This Welcome Packet introduces you to how we work, what you can expect, and how we ensure your satisfaction every step of the way. Whether this is your first cleaning or you're one of our loyal regulars, our goal is to make your life easier and your home more beautiful. Inside, you'll find everything you need to know about our services, scheduling, policies, and more.

Let's get started!

### **Julia Crawley**

*CEO and Founder*

*"We Clean So You Don't Have To"*

## **How to Reach Us**

- **Phone:** 804-499-0793
- **Email:** jc2sistascleaningservice2026@outlook.com
- **Website:** [www.2sistascleaning.com](http://www.2sistascleaning.com)
- **Instagram:** @2sistascleaning

## Areas We Proudly Serve

- **Counties:** Caroline, King George, Henrico, King William, Spotsylvania, Stafford, Essex, Westmoreland, King and Queen, Louisa, Orange, Culpeper, Hanover, Chesterfield.
- **Cities:** Fredericksburg, Richmond.
- *Unsure if we cover your neighborhood? Just call or message us!*

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## What We Offer

We provide flexible options tailored to your needs. Let us help you choose the right service:

- **Standard Recurring Cleaning:** Weekly, biweekly, or monthly maintenance.
- **Deep Cleaning:** A thorough, top-to-bottom scrub.
- **Move-In / Move-Out Cleaning:** Preparing a home for its next chapter.
- **Vacation Rental / Airbnb Turnover:** Fast, reliable guest-ready cleanings.
- **One-Time / Occasional Cleaning:** Perfect for events or busy weeks.
- **Office & Commercial Cleaning:** Keeping professional spaces pristine.
- **Specialty Assistance:** Organization, decluttering, and seasonal refreshes.

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## Our Customer Service & Satisfaction Guarantee

At **2 Sistas Cleaning Service**, your peace of mind and satisfaction are our top priorities. We stand behind the quality of our work and treat your home with the utmost care.

- **24-Hour Service Guarantee:** We inspect our work before leaving, but if we ever miss a spot, please let us know within 24 hours of your clean. We will gladly send a team member back to re-clean the specific area at no additional charge to you.
- **Constructive Feedback:** We want to grow with you! After your clean, you will receive a quick feedback text or email. Please let us know how we did so we can continuously tailor our service to your exact preferences.
- **Open Communication:** Have a question, want to add a last-minute service, or need to chat about a clean? Our office is open 7 days a week from 9:00 AM to 6:00 PM. Call or text us directly at **804-499-0793** for a fast response.
- **The 2 Sistas Standard:** Our team members are fully trained, background-checked, and committed to professional, respectful service. If you ever have a concern regarding a team member, please contact Julia Crawley directly.

## Preparing For Your Cleaning

To help us deliver the best possible results, please take these simple steps before we arrive:

- **Declutter Floors & Surfaces:** Please tidy up toys, clothes, and dishes so we can focus strictly on cleaning.
- **Secure Your Pets:** For everyone's safety and comfort, please secure pets during our visit.
- **Highlight Priorities:** Leave us a note or send a text if specific areas need extra attention.
- **Secure Valuables:** Please put away fragile items, heirlooms, or valuables to err on the side of caution.

## Home Entry & Key Policy

To ensure a seamless experience when you are away, please choose one of our preferred secure entry methods:

- **Lockbox or Keypad (Highly Recommended):** Provide us with your garage code, front door keypad code, or a secure lockbox combination. This is the safest method for both your home and our team.
- **Hidden Key Location:** If you prefer to leave a key on the property (e.g., under a mat, in a planter, or in a fake rock), please let us know the exact location before your scheduled cleaning time.
- **Physical Key Hand-Off:** If you choose to issue a physical key to 2 Sistas Cleaning Service, it will be strictly coded with a blind tracking system (never labeled with your name or address) and stored securely when not in use.

## Our Supplies & Equipment Policy

- **What We Bring:** We proudly provide all professional, high-quality cleaning products, microfiber cloths, and vacuums needed to make your home sparkle.
- **Specialty Requests:** If you have a specific, specialty product you prefer we use on a particular surface (such as a unique hardwood floor polish), please leave it out on the counter with instructions and note it in your Customization Sheet.

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## Service Checklists

### Tasks Performed Throughout the Home

- Dust all reachable surfaces
- Wipe mirrors and glass
- Vacuum carpets and rugs
- Sweep and mop floors

- Empty trash bins
- Disinfect high-touch areas
- Make beds & straighten cushions
- Remove visible cobwebs

### Kitchen Checklist

- Clean countertops & sink
- Wipe exterior appliances & cabinet fronts
- Clean microwave (inside/out)
- **Deep Clean Additions:** Inside fridge/freezer, inside oven, baseboards, behind appliances.

### Bathroom Checklist

- Scrub toilet, shower, and tub
- Clean mirrors, counters, and sink
- Sanitize fixtures & mop floors
- **Deep Clean Additions:** Grout scrubbing, cabinet interiors, soap scum & hard water removal.

### Living & Bedroom Checklist

- Dust furniture & clean tables
- Vacuum floors, carpets, and furniture
- Clean mirrors & empty trash
- Lightly organize visible clutter

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## Services Excluded & Safety Policies

To ensure the safety of our team and the protection of your home, **2 Sistas Cleaning Service** does not provide the following services:

- **Heavy Lifting:** For safety reasons, our team members cannot lift or move furniture heavier than 35 pounds. If you want us to clean behind heavy couches, refrigerators, or stoves, please move them before we arrive.
- **Bodily Fluids & Biohazards:** We do not clean up animal or human waste, blood, mold, or hazardous chemicals. If a home condition is deemed hazardous, we reserve the right to skip that area.
- **Heights Above a 2-Step Ladder:** Our team uses standard 2-step ladders. We cannot clean high exterior windows, vaulted ceilings, or high ceiling fixtures requiring extension ladders.
- **Bug or Pest Infestations:** We cannot service areas with active flea, bedbug, roach, or rodent infestations to avoid spreading pests to other clients' homes.
- **Deep Construction Cleaning:** Standard deep cleans do not cover post-construction cleaning (heavy drywall dust, paint scraping, grout haze removal), which requires specialized equipment and rates.

- **Exterior Work:** Our services are strictly limited to the interior of your home. We do not power-wash decks, clean patios, or rake leaves.
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## Client Customization Notes

*Please complete this section so we can tailor our services exactly to your preferences.*

- **Client Name:** \_\_\_\_\_
  - **Service Address:** \_\_\_\_\_
  - **Preferred Entry Method / Code:** \_\_\_\_\_
  - 1. **Product Preferences:** Are there certain products or scents you prefer or want us to avoid?  
[ Fillable Text Box ]
  - 2. **Skip or Focus Areas:** Any rooms or areas you would like us to skip or focus extra attention on?  
[ Fillable Text Box ]
  - 3. **Pet Notes:** Do you have pets with special needs?  
[ Fillable Text Box ]
  - 4. **Delicate Items:** Any heirlooms or delicate pieces that require extra care?  
[ Fillable Text Box ]
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## Pricing Menu

*Final rates vary based on your home's size, condition, and cleaning frequency.*

### Apartments (Standard vs. Deep)

- **1 Bed / 1 Bath:** \$100 - \$140 (Deep: \$180 - \$250)
- **2 Bed / 1-2 Bath:** \$140 - \$180 (Deep: \$250 - \$350)
- **3 Bed / 2 Bath:** \$180 - \$250 (Deep: \$350 - \$450)

### Houses (Standard Recurring)

- **Small House (<1,200 sq ft):** \$140 - \$180
- **Medium House (1,200 - 2,000 sq ft):** \$180 - \$260
- **Large House (2,000+ sq ft):** \$260 - \$400

### Frequency Discounts (Based on 2-3 Bed Homes)

- **Weekly:** \$120 - \$220
- **Bi-Weekly:** \$140 - \$240
- **Monthly:** \$160 - \$280

### Kitchen & Bathroom Specifics

- **Bathrooms:** Half Bath (\$25-\$40) | Full Bath (\$40-\$65) | Master Bath (\$65-\$100)
- **Kitchen Refresh (\$65):** Counters, sink, stove top, exterior appliances, floors.
- **Kitchen Deep Scrub (\$145):** Cabinet fronts, microwave inside, window sills, baseboards, detailed stove.

## Move-In / Move-Out & Airbnb

- **Move Clean (1-3 Bed):** \$250 - \$700+
- **Airbnb Turnover (1-2 Bed):** \$80 - \$175

## Popular Optional Add-Ons

- **Inside Oven / Fridge:** \$35 - \$50 each
  - **Laundry Service:** \$20 - \$40 per load
  - **Interior Windows:** \$5 - \$10 each
  - **Baseboard Cleaning:** \$25 - \$75
  - **Pantry Organization:** \$30 - \$75
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## Frequently Asked Questions & Gratuity

- **Do I need to be home for the cleaning?**  
No, most of our regular clients are not home. You can safely provide entry via a keypad code, garage code, or lockbox.
- **Are you licensed, insured, and bonded?**  
Yes, **2 Sistas Cleaning Service** is fully licensed, insured, and bonded to protect your property and provide complete peace of mind.
- **What if an item accidentally breaks during service?**  
We treat your home like our own. If an accident occurs, our team will document it and notify you immediately. We will work closely with you to repair or replace the item through our comprehensive liability insurance.
- **Will I always have the same cleaning team?**  
We do our best to send the same team members to recurring clients. This consistency builds deep familiarity with your home's unique needs.
- **What is your policy on tipping?**  
Tipping is never required, but it is a wonderful way to show appreciation for your team's hard work. You may leave cash on the counter on cleaning day or request that we add a gratuity directly to your digital invoice.

## A "Refer-a-Friend" Referral Program

A referral flyer turns your new client into a marketing tool from day one.

- **The Reward:** Give them a clear incentive to share your business (e.g., *"Share the cleanliness! Refer a friend or neighbor, and you both get \$25 off your next scheduled cleaning service once they complete their first booking."*).

## Business & Payment Policies

### Payments & Deposits

- **Due Date:** Payment is due immediately after service. Recurring clients receive a 24-48 hour window. Commercial accounts are Net 15 or Net 30.

- **Methods:** Cash, Zelle, Cash App, Venmo, Credit/Debit, Apple Pay.
- **Booking Deposits:** A **\$30 deposit** is required for one-time deep, move-out, or same-day cleanings. Heavy deep cleans with severe buildup require a **25% to 50% deposit**.

## Cancellations, Lockouts, & Late Fees

- **Notice Period:** Please provide at least **24 hours' notice** for all cancellations or rescheduling requests.
- **Late Cancellation Fee:** Cancellations made *within* 24 hours of the appointment will incur a **\$25 to \$50 fee**.
- **Same-Day Cancellation:** Cancellations made on the day of service will be charged **50% of your total scheduled cleaning fee**.
- **Lockout Fee:** If our team arrives and cannot gain access to your property, a **\$25 to \$50 lockout fee** will apply.
- **Late Payment Fee:** Payments received more than 3 days late will incur a **\$10 to \$25 late fee**.

## Rewards & Discounts

- **Weekly Clients:** Receive an automatic **10% off** every clean.
- **Loyalty Reward:** Enjoy **15% off** your 5th service!

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## Policy Acknowledgement

*Please sign below to confirm you have read and agree to our payment, entry, and cancellation policies.*

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The highest compliment you can give us is referring us to your friends, family, and neighbors!

## Share the Cleanliness!

### 2 Sistas Cleaning Service Referral Program

The highest compliment you can give us is referring us to your friends, family, and neighbors! Our **Refer-a-Friend Program** rewards you for spreading the word across our Virginia communities:

- **Your Friend Gets: \$25 off** their very first cleaning service with us.
- **You Get: \$25 off** your next scheduled cleaning service once their first clean is complete!

There is no limit to how many referral bonuses you can earn. Thank you for helping our small local business grow!

 **Call or Text:** 804-499-0793

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*Referred By: \_\_\_\_\_ (Client writes their name here before handing it to a friend!)*