HORGAN AND COMPANY CLEANING LLC
Personal Vehicle Reimbursement & Cancelled Appointments Policy - 2026

Personal Vehicles:

Employees who use their personal vehicle for authorized company business will be reimbursed at the current IRS Standard Business Mileage Rate. Mileage reimbursement covers fuel, maintenance, insurance, and normal vehicle operating costs.

Employees begin tracking mileage from the first job to the last job of the day. Normal commuting from home to the first job and from the last job back home is generally not reimbursed (unless you're intentionally choosing a different company policy). Rate: 72.5 cents per mile.

Client Cancellation & Staff Compensation Policy:

We recognize that employees reserve time and prepare for scheduled appointments. This policy provides limited compensation or an opportunity for paid work when a client cancels unexpectedly.

1. When this policy applies

This policy applies when a client cancels **less than 48 hours before the scheduled appointment**, the employee had accepted or been assigned that appointment within their agreed availability, and management cannot provide a replacement cleaning assignment.

Each affected employee may choose **one** of the following options for that canceled appointment:

Option A: $20 cancellation payment

The employee receives **$20 per eligible canceled appointment**, paid through regular payroll. This payment is not dependent on whether the company collects a cancellation fee from the client.

Employees who select this option are not required to perform marketing work for that payment.

Option B: Paid door-to-door marketing

When management can arrange a marketing assignment, the employee may choose to perform door-to-door marketing at their **regular hourly pay rate**, with any applicable overtime.

Management will confirm the assignment, location, approved hours, and instructions before work begins. Marketing hours may differ from the hours originally scheduled for cleaning.

Participation is optional. Employees may decline marketing and choose the $20 cancellation payment without penalty. Employees who select and perform the marketing assignment receive wages for that work instead of the $20 cancellation payment for the same appointment.

HORGAN AND COMPANY CLEANING LLC

Personal Vehicle Reimbursement & Cancelled Appointments Policy - 2026

2. Communication and timekeeping

Employees must communicate their choice to management before beginning a marketing assignment.

Employees must accurately record all time worked, including required instructions, preparation, and any compensable travel. All actual work time must be reported and will be paid, even if it exceeds approved hours. Employees must notify management before working beyond their assigned hours whenever possible.

3. Marketing safety

Employees must follow management's instructions, respect "No Soliciting" signs, and avoid restricted areas. Employees must not enter homes or place materials in mailboxes.

If an employee feels unsafe, they should leave the area and contact management. Employees should never continue an unsafe interaction to complete an assignment.

4. Pay for work already performed

The $20 cancellation payment does not replace wages owed for work already performed. Required preparation, compensable waiting or travel, and other work time will be paid separately as required by law.

Employees should promptly notify management if they have already begun work or arrived at an appointment when they learn of the cancellation.

5. When cancellation payments do not apply

The $20 cancellation payment does not apply when:

- The client cancels **48 hours or more** before the appointment.
- The employee cancels, calls out, or is otherwise unavailable for the original appointment.
- Management provides a replacement cleaning assignment during the affected scheduled time.

This policy does not guarantee payment for all hours originally scheduled. Any changes to this policy will be communicated prospectively and will not reduce compensation already earned.

Questions or assignment arrangements

Anna: contact@horganandcompanycleaning.com | 804-653-6967
Justine: Justine.p@horganandcompanycleaning.com | 434-581-4441



Anna Horgan

Owner & CEO