

Cleaners & CO



Customer Guidelines



Our Story

Cleaners & Co was born from dedication, care, and the personal touch that has always guided our work. For more than 22 years in Atlanta, we've been serving families with personalized cleaning services that go beyond simply making a home shine, we bring warmth, trust, and lasting relationships into everything we do.

Many of our clients began with us as young families, and over the years we've had the joy of watching their children grow up and head off to college. This journey has not only built a career, but also a community of loyal clients who continue to trust us, year after year. What makes us unique is the heart behind the work. I am deeply grateful for the incredible group of women who stand beside me, many of whom have been part of this journey for years. Together, we carry forward the same values of dedication, excellence, and care in every detail.



Our Purpose, Principles & Vision

At Cleaners & Co, our mission is to deliver personalized cleaning services with quality, trust, and care creating healthy, organized spaces that bring peace of mind and comfort to every client. We believe a clean home is more than just spotless; it should feel welcoming, tranquil, and filled with positive energy.

Our vision is to become a benchmark in premium cleaning services, recognized for excellence, trust, and innovation. As we continue to grow, our goal is to expand into new markets while strengthening a brand that reflects sophistication, dedication, and genuine care.

Guided by our values, we are committed to:

Trust – Building long-lasting relationships through honesty and reliability.

Quality – Striving for excellence in every detail of our work.

Care – Treating each client's home with the same attention we would give our own.

Discretion & Professionalism – Respecting privacy while delivering with integrity.



Our Services

- ✓ Recurring Standard Cleaning
- ✓ Deep Cleaning
- ✓ Home Organizing
- ✓ Move-In / Move-Out Cleaning
- ✓ Post-Construction Cleaning
- ✓ Commercial Cleaning



How to get ready for us

Arrival Window

For our first appointment of the day, our team arrives at the exact scheduled time. For all other appointments, we schedule a one-hour arrival window to allow flexibility for traffic, weather, and other service variations. If there's ever a significant delay, we'll notify you immediately.

Service Expectation

For our first appointment of the day, our team arrives at the exact scheduled time. For all other appointments, we schedule a one-hour arrival window to allow flexibility for traffic, weather, and other service variations. If there's ever a significant delay, we'll notify you immediately.

Important Notice

We do not service hoarding situations, and we reserve the right to decline the job or adjust the price based on the actual condition of the home. You will never be charged without prior notice. Our team will always communicate any necessary changes, and you'll have the option to approve or decline before we proceed. Our priority is fairness and transparency, both for our clients and our team.

Reschedule & Cancellation Policy

We understand that plans can change. Please contact us at least 24 business hours before your scheduled cleaning to reschedule or cancel. Less than 24-hour notice: 50% of the service fee applies. No access upon arrival: 50% of the service fee applies. Emergencies: handled with empathy and flexibility. This policy ensures fair scheduling and compensation for our team.





Access to the Home

Most clients provide a door code or key for convenience. All access details are stored securely and used only by authorized cleaners. If we arrive and cannot enter due to a lack of access, a 50% fee will apply.

Parking Policy

If your property does not have free parking available, any parking fees incurred by our team will be covered by the client. The amount will be added to your final invoice. Please ensure parking is available near the property to help our cleaners start on time.

Supplies & Products Policy

At Cleaners & Co. we do not provide cleaning products. Every home is unique, and we respect each client's preferences — from fragrances and allergies to the specific type of floors, stones, finishes, or natural materials in your space.

For your comfort and safety, all cleaning products must be supplied by the client. This allows you to choose what works best for your home and ensures results aligned with your lifestyle.

We only provide vacuum, brooms, and basic tools. Your home, your products — our care and expertise.

Pets

We love pets! To ensure a smooth cleaning experience: Secure pets during cleaning. Let us know if they're anxious or reactive.

Provide instructions if special care is needed. We treat all pets with kindness and respect; they're part of the family.

Physical & Safety Limits

For safety and health reasons, our cleaners: Don't lift items over 20 lbs. Don't climb higher than a two-step stool. Don't move heavy furniture or appliances. Don't clean hazardous materials, mold, or infestations. We use extension tools for high surfaces when possible

Payment Terms

Payment is due on the day of service. You'll receive an invoice by text or email with a secure online payment link. We accept: Credit and debit cards ACH transfer (for recurring clients) We accept cash & personal checks.





Satisfaction Guarantee

Your satisfaction means everything to us. If something wasn't cleaned to your expectations, please contact us within 48 hours of your cleaning and include photos if possible. For internal purposes and training, please send us pictures to support your claim. We'll gladly return to re-clean the specific areas at no extra cost. Requests made after this period are not eligible for re-cleaning, and full payment is required.

Privacy & Photos

To ensure quality, our team may take beforeand-after photos of cleaned areas. These photos are for internal quality control and will never include personal or identifying information. With your permission, we may use select images for marketing purposes. You can opt out at any time.

Unfair Solicitation Policy

We invest in hiring, training, and supporting our cleaning professionals. To protect our team and clients, please do not hire Cleaners & CO employees directly during or within 12 months of their employment. Violating this policy results in a \$5,000 placement fee. All services are contracted through Cleaners & CO, not individual cleaners.



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