



SPRUCE'D

Prioritizing safe environments for our community





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WELCOME TO SPRUCE'D

*"Every choice we
make ripples
outward, and you
can choose what
sort of impact you
make."*

Jane Goodall



WHY CHOOSE US



Choosing the right cleaning service for your home or business is a significant decision that we take to heart.

Here's why we think you'll love us:

With over 250 clients, and multiple awards, we know what we're doing, and we are pretty darn good at it.

Our flat rates reflect a commitment to quality, integrity, and supporting our people and community. We ensure our staff wages meet (or exceed) government wages, complete with extended health benefits, so our employees can truly *thrive*, not just survive.

Fifteen years of industry experience have been poured into training our team, establishing a set of the highest cleaning standards.

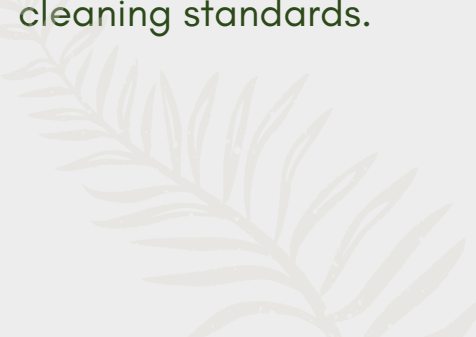
We've strategized every step of our operation to be sustainable. We limit landfill waste by reducing plastic use, believe in quality, reusable equipment, and conserve water.

Spruce'd chooses Canadian, non-toxic products and partners with local businesses to create strong, healthy roots in our community.

We donate to local fundraisers and organizations, and I personally fund free cleaning services to individuals and families struggling with mental health and financial issues—a tangible example of our people-over-profit philosophy.

While we may not be the cheapest option, the premium you pay goes directly toward a service that supports living wages, operates with a deep sense of social and environmental responsibility, and delivers an award-winning standard of clean, creating safe environments in our community.

When you hire Spruce'd, you're not just paying for a clean space; *you're investing in a trusted, professional, and ethical service.*



OUR POLICIES



FOR RECURRING CLIENTS

GENERAL PRACTICES

- Spruce'd is a flat-rate service, not hourly.
- Please tidy the home prior to visiting (picking up toddler toys/clutter on counters/floors).
- We do not operate in temperatures below -33°C , or in any unsafe weather. When this happens, we do our best to fit you into the schedule that same week. This applies to holidays as well.
- We have a 24-hour cancellation notice. Less than 24 hours' notice results in a 50% service fee.
- If staff are unable to access the property on the day of services (no key, code changed, driveway inaccessible, forgot services were that day, etc), this results in a 50% service fee.
- We require 2 weeks' notice for termination of services—this allows for a smooth transition to fit a new client in and ensure staff are not without work.

INVOICES

- Your first invoice will have a standard "Initial Clean Fee" that will only appear on your first service.
- Invoices are auto-sent the day of services. Please disregard invoices for cancellations or holidays as they will be deleted.
- Invoices are due upon receipt of the invoice.
- Late fees commence on the 7th day overdue at the rate of \$5 per day until paid.

PAYMENTS

- **Please E-transfer to Getspruced@hotmail.com.**
- After your first service, please set up auto deposits **to avoid late fees.**
- We can set up monthly invoices to prepay the month ahead to avoid receiving too many invoices/reminders.
- Credit Cards can be used with an additional 4%-6% fee

FOR ONE-TIME, MOVE IN/OUTS, DEEP CLEANS

Please be advised that these extensive services are often booked on weekends, and our staff choose to clear their days to work in your homes after a full week of cleaning. To respect this, these are our non-negotiable policies:

- To reserve a deep clean, move-in/out, or one-time clean, the estimate is due in full upon receiving a date for cleaning.
- To cancel a deep clean post-payment, 50% is non-refundable and divided among staff as compensation for rearranging their weekends.
- We can reschedule appointments as needed, but note that we are booked 8-10 weeks in advance for these extensive services.
- Payment must be sent to Getspruced@hotmail.com to reserve your space.
- Credit Card payments will result in a 4-6% fee/ secondary invoice to be paid. You can pay this via credit at no additional cost OR via e-transfer.

FINAL STEPS

01

- Accept your customized quote via email
-

02

- Management will find you a space in one of our staff schedules as swiftly as possible.
-

03

- You will receive an email with a recurring day and time slot, which may also be sent to several others if new staff schedules have just become available. We operate on a first-come, first-served basis, so be sure to reserve your space as soon as possible—these slots often fill up in under an hour!
-

04

- After we secure a time slot, we will need entry information: either the door code or a key left for your service provider.
-

05

- You are always welcome to be at home during services; however, most clients vacate to let us do our thing!
-

06

- Management will send you a reminder email the day before your scheduled appointment.
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For our environments

Thank you for choosing an ethical, sustainable choice for your home and/or office.

Together, we build a safer, stronger, healthy community.

Yours truly, *Mo*

