**[company letterhead]**

Dear Valued Customer/Customer Name,

Thank you for selecting our company to professionally deep clean your home. Due to the COVID-19 outbreak, we have increased our safety procedures as follows:

We will be carefully following guidelines established by the Center for Disease Control (CDC), OSHA, and the EPA to prevent the transmission of infectious diseases. Prior to entering your home, our technicians will be cleaning and/or sanitizing the hoses and cleaning tools they will be bringing into your home. Our technicians will arrive wearing protective face masks, gloves, shoe covers, and in some cases, protective eyewear.

These extra precautions are being taken to protect your family and our technicians as the health and safety of everyone involved is our top priority. It is important that all people and pets are kept away from the areas being cleaned and treated both during the cleaning process and throughout the drying process.

**If someone in your home is feeling ill, please contact us and reschedule the cleaning for a later date.**

We look forward to restoratively deep cleaning your carpet, rugs, hard surface floors, or upholstery fabrics in accordance with the accepted industry standards of care. We will be using professional cleaning solutions that dissolve, dislodge, and extract soil and other unwanted substances utilizing cleaning solution temperatures that maintain 145–160° F across all surfaces we are cleaning. Doing this provides you with the assurance that you are doing everything you can to maintain a safer, healthier home environment.

If needed or requested we will apply an EPA-Registered Sanitizer/Disinfectant.

We want you to have the best and safest experience with the least amount of inconvenience. **To accomplish this goal, we need your help in doing a little preparation prior to our arrival:**

1. We would ask you to remove any knick-knacks, breakables, collectibles, vases, lamps, pictures, small end tables, and plants from the areas we’ll be cleaning. If they can’t be removed, please secure them in place.
2. **Please note that your electronics, pianos, china cabinets, sectional sofas, beds, entertainment centers, aquariums, and antique and/or fragile furniture cannot be moved by our technicians.** If you would like the carpet or floors under these areas to be cleaned, please move these items before we arrive. Alternatively, we can clean carpet underneath such items when enough room is available or we can clean right up to the edge of these items. Your cleaning technician will be glad to cover these options prior to starting the job.
3. Remove as many small pieces of furniture as possible, such as dining chairs, ottomans, and small tables from the areas you plan to have cleaned. Your cooperation helps us do a better job for you.
4. Please make sure that children’s toys are picked up and stored in an area away from the carpet or floor that we will be cleaning.
5. If it is convenient for you, we would appreciate being able to park our van in your driveway (or parking lot) close to the door where our hoses will be entering. **Please note: For safety reasons, we will NEVER park inside a garage or carport. Our cleaning equipment is powered by a gasoline motor and outside parking will ensure proper ventilation.**
6. If a child is going to be present in the home during the cleaning, we require an adult older than 18 to also be present.
7. We would appreciate it if you could secure floor-length draperies on the windowsill or drapery rod using hangers. This procedure prevents the fabric from directly contacting damp carpets during cleaning procedures.
8. During the pre‐cleaning inspection, please tell our technician about any cleaning concerns that you may have, particularly those regarding spots or stains. If possible, tell the technician what caused the stain or spot. The cleaning technician assigned to your job is trained in specialized spotting procedures. He or she can evaluate spots and make appropriate recommendations.
9. Please let your family pets know that our technicians will not bite! We would appreciate mutual consideration! Pets need to be secured or gated away from the area to be serviced. We accept no responsibility for pets getting loose, as your door will be open (to allow for our hoses) during your cleaning. We will not enter your home if no one is present and dogs are loose. Please make arrangements for your pets prior to our arrival.

We look forward to working with you and working hard to ensure your satisfaction. If you have any questions, please give us a call.

*Thank you for placing your trust in our company.*