

Frequently Asked Questions

Below you will find a list of common questions asked by our clients. If you have other questions or would like to set up a cleaning appointment, please e-mail us at info@greencleansquad.ca or call at 780.760.3083.

APPOINTMENTS

Do you require an in-home appointment to provide me with an estimate? We know your time is valuable, and we can provide online or over-the-phone estimates quickly and accurately. Your first appointment with us will be for a cleaning service, unless otherwise requested.

Do you supply your own products and equipment? Yes, we bring everything we need to every appointment.

What should I do to prepare for my first appointment? Nothing - please just relax and we will take care of everything.

Do I need to be home when the EcoCleaners arrive? It is entirely up to you. We do not require you to be home, and will take great care of your home and secure the premises before we leave. Please ensure you arrange with us how to obtain access to your house, should you not be home at the time of your appointment.

Will you send the same pair of EcoCleaners to every cleaning? The same crew of two will clean your home each and every time. In the event of illness or vacation, at least one of the regular crew members will be there with an alternate employee.

What if something is broken or damaged during the cleaning? We treat each home with great care, but accidents can happen. If we damage or break anything while cleaning, we will repair or replace the item at no charge to the customer.

Do you charge a flat rate? No, we bill an hourly rate in 15-minute increments to ensure that we can tailor our visits to suit your budget and/or needs.

Do you charge GST? Yes, 5% GST will be added to your total cost.

Do you have a minimum charge? For our initial visit, we charge a minimum of two hours' time. Subsequent visits have no minimum charge.

Do you accept tips? Although not expected, we gratefully accept tips.

Will you consider my special requests? Absolutely! Simply arrange with us extra





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services at the time you book your first appointment or, if you are a regular client, one week in advance of your next appointment. This ensures we schedule enough time and bring the right tools.

Can you guarantee my satisfaction? If you have any concerns, please contact us within 24 hours of your cleaning and we will do what we can to make things right.

COMPANY

Are you licensed and insured; do you have references? Yes, documentation or contact information can be provided upon request.

Who do you hire? Our employees are friendly and professional and have each passed a police security check and thoroughly trained. We are a small and closely knit team of professionals who are each committed to providing the best services for our clients. And we love to clean!

Do we have to sign a contract? We do not require clients to sign contracts. We prefer an open communication policy and will always work to assure customer satisfaction at all times.

How can I pay for your services? We accept a cheque or cash at your first appointment. As a regular client, you may pay online through Paypal.

Do you give back to the community? The Green Clean Squad proudly supports several charity events, including Chrysalis, The Citadel, Jasmine's Wish and The Edmonton Sun's Christmas Charity Auction.