Prolific Upsurge Booking & Cancellation Policy

To ensure an efficient and smooth cleaning experience, Prolific Upsurge has a structured booking process.

This policy outlines our booking steps, deposit requirements, loyalty benefits, and service guarantee.

We also offer subscription plans for repeat clients.

# Step 1: Selecting a Service

- Choose from our residential, commercial, or specialty cleaning services.

- Add extra services like oven, fridge, or window cleaning at checkout.

- Ensure your home or business space is accessible and decluttered before service.

# Step 2: Scheduling the Appointment

- Select your preferred date and time based on availability.

- Evening (after 6 PM) and Sunday bookings will include a +$20 after-hours fee.

- Same-day or emergency bookings will include a +$30 expedited service charge.

- Online booking is now available! Secure your spot with pre-payment via our website.

# Step 3: Payment & Deposit (Loyalty & Subscription Plans)

- A non-refundable deposit is required to secure your booking:

- $25 deposit for standard cleanings

- $50 deposit for deep/move-out cleanings

- Remaining balance is due upon service completion via cash, card, or online payment.

- **Loyalty Benefit:** Weekly and biweekly clients are eligible for waived deposits after 3 consecutive cleanings.

- **Subscription Plans:**

* Pay for 4 cleanings upfront and get 5% off.
* Pay for 8 cleanings upfront and get 10% off.

# Step 4: Confirmation & Pre-Cleaning Checklist

- You will receive an email or text confirmation with:

* Service details & total price
* Deposit confirmation
* Pre-cleaning checklist (clear clutter, secure pets, remove fragile items)
* Cancellation & rescheduling policy

# Step 5: 24-Hour Reminder & Final Payment

- A reminder will be sent 24 hours before your appointment.

- Final payment is due upon service completion.

Cancellation & Rescheduling Policy (Rebooking Incentives Available)

- Must cancel or reschedule at least 24 hours before the appointment to avoid fees.

- Late cancellations (under 24 hours) are charged $25 (deducted from deposit).

- No-show = deposit forfeited (clients must rebook with a new deposit).

- **Rebooking Incentive:** If you cancel but rebook within 48 hours, 50% of your deposit will be applied to your next booking.

- Rescheduling is allowed once without penalty if done 24+ hours in advance.

**VIP & Preferred Client Program**

- Clients who book 3 or more services qualify for VIP benefits, including:

* Priority scheduling for peak times.
* Discounts on emergency/same-day cleaning fees.
* Exclusive offers and promotions throughout the year.
* VIP clients will be notified via email/text when they qualify.

Service Guarantee

- We take pride in our work and offer a satisfaction guarantee.

- If you are unsatisfied with any aspect of your cleaning, notify us within 24 hours, and we will return to correct the issue free of charge.

- This guarantee does not cover damage caused by pre-existing conditions, excessive clutter, or hazardous environments.

We look forward to serving you!