

LABELED SPACE POLICY

Cancellation policy

Out of respect for the people on the waitlist and for the cleaners we have made this policy.
If you need to cancel your scheduled cleaning service please give as much notice as possible.

Cancellations can be made by contacting our owner & operator Nicole Hoehn by text at 867-335-7340, email labeledspace@gmail.com or by contacting your Labeled Space cleaner directly. Any cancellations made within less than 24 hours before your scheduled time will result in a fee of 50% of scheduled cleaning time.

Our Labeled Space team members will give clients 24 hours notice for cancellations; if we cannot make it to your scheduled cleaning. Some exceptions can be possibly made for covid isolations depending on the situation. Please let us know if anyone in your home is sick, waiting on test results, tested positive or has been to an exposure site recently and showing symptoms.

Cleaning Policy

We want to limit the amount of dust transfers between spaces so Labeled Space team members will no longer bring vacuums to clients homes. We ask that all clients provide a clean, charged and working vacuum ready in the space if floors are part of your cleaning. Cleaning products and other tools will still be provided by Labeled Space and brought to the space each time. If there are any questions about the cleaning products being used please contact Nicole.

Access Policy

The access to the clients space arranged upon during initial consultation must remain. If changes are to be made, please contact Nicole to update your client file information. We want to make sure we can complete the cleaning service; so please make sure the key, code or door left unlocked is working and accessible. With winter adding lots of snow, please make sure there is a clear way for a Labeled Space team member to enter and exit the space safely.

If a Labeled Space team member can't access the space for any reason and has attempted to the best of their ability, they will then contact the client. If there is no response within 15 minutes, the Labeled Space team member will leave and the client will be charged the cancellation fee.

Pet Policy

We ask that pets are not in the space that is being cleaned. Please have them in a crate and or a spareroom. If a pet can't be in a room unattended please take them with you when you leave.

Labeled Space team members are not responsible if a pet is left in the space and gets out.

This is for the safety of the pet, the Labeled Space team member and for the best cleaning results.

Covid Policy

With ongoing covid cases in Whitehorse, we want to limit the amount of in-person contact between clients and Labeled Space team members. If you work from home please arrange to be out of the house or be in a separate room from the Labeled Space team member cleaning. Cleaning product containers will be sanitized and high touch areas (light switches, doorknobs, etc) will be cleaned with a covid approved disinfectant. Labeled Space team members will hand sanitize with an alcohol-based hand sanitizer when entering and exiting the space. Rules and policies from yukon.ca will be followed in regards to covid; for the Labeled Space team.

Payment Policy

We will continue to leave our cleaning card which includes tasks completed, the amount due for the service, and the next cleaning date. We ask that all payments for your cleaning services be settled within 24 hours of the cleaning being completed and or emailed invoice being received. If sending an e-transfer please add the date of the cleaning in the memo section.

Safety Policy

At Labeled Space, we have a zero-tolerance for workplace violence and harassment. We will be following the new legislation from the Yukon Workers Compensation Health and Safety Board in regards to improving workplace health and safety. If any concerns arise please contact Nicole.

If you have any questions regarding the policies please email labeledspace@gmail.com

Last updated Jan 2022.