



Bless This Mess

CLEANING & CONCIERGE

Welcome,

We are delighted that you have chosen Bless This Mess Cleaning and Concierge LLC for your cleaning needs. We'll do everything we can to ensure we exceed your expectations for quality service.

Bless This Mess Cleaning and Concierge is committed to providing you with the very best possible service. We are Licensed, Insured, and Bonded. We sincerely appreciate your decision to become our client and will work very diligently to earn your trust. Please let us know if there is anything we can do to improve, enhance, or expand our services to better meet your needs.

Our Quality is Our Contract.

Should you require any further assistance, or have any questions, please call anytime.

Warmest Welcome,



Bless This Mess Cleaning and Concierge LLC



@blessthemesscleaning71823



@Blessthemesscleaningandconcierge



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Bless This Mess Cleaning and Concierge LLC POLICIES

POLICIES of Bless This Mess Cleaning and Concierge LLC

These policies are in place to help us deliver exceptional service to ALL of our clients at EVERY visit.

Phone & Office Hours

We understand in the short-term rental industry things can happen at any time of the day, and any day of the week. With that being said, WhatsApp helps us to accommodate anything that may come up with a guest. We are able to add you into a group with both owners of the company so that you always have someone to assist you. We also have our business phone, and email. For a quicker response please use WhatsApp.

CLEANING SUPPLIES/ESSENTIALS/LINENS/OWNERS CLOSET

We will provide all of our own cleaning supplies, a broom and a mop. We do ask that all clients provide a vacuum for the property. This is to ensure no cross contamination.

We ask that all clients provide the linens, towels, hot-tub chemicals, and essentials needed for the short-term rental. A locked supply closet is also necessary. A coded lock is best. Our cleaners will ensure enough essentials are left out for the guests after each clean and will leave a note on Resort Cleaning when supplies are running low.

PAYMENTS AND ADDITIONAL FEES

Payment Policy: Once cleaning services are completed, an invoice will be sent to you through our resort cleaning platform. Payments can be made through our designated Business Venmo account: @BlessThisMess_71823. Cash and/or checks are also accepted forms of payment. Please note that additional charges may apply for any concierge services requested from Bless This Mess Cleaning and Concierge.

LAUNDRY

Our cleaners do all laundry at the property. That being said, there are occasions laundry may have to be completed offsite and may arise a charge. For instance, a washer and/or dryer malfunctions, power outage, stained items, bulky bedding, etc. Prior discussion will be had with client before any such charges. The average charge is around \$25-\$75 depending on number of loads, size of load, and linen items needing attention. Please be aware our cleaners will ensure nothing is lost and all offsite laundry is documented and labeled. We do our best to get any and all stains out during our regular cleaning without a charge.

PETS

We accept pet friendly short-term rentals and know that guests are asked to keep all pets off of furniture such as chairs, couches, beds, etc. In several cases, we have had an excessive amount of pet hair, urine, and/or feces from a pet, and this has tacked on numerous hours of additional work to ensure the property is ready for the next guest. This leaves us no room but to add an additional charge of \$25 if an excessive amount of pet hair, urine, and/or feces is found from a pet. Documented photos and notes will be relayed to the clients before any such charge is added. We hope that this is an understanding and that you are able to relay this charge to the guest.

CONCIERGE SERVICES

As in our name we do offer Concierge services to our clients and guests. This includes but not limited to, propane tank swaps, item left by guests' package delivery, holiday decorating, birthday party setups, grocery pickup/delivery/stock, receiving essential packages for the short-term rental, maintenance, lawn care, gutter clean, etc. If you or a guest need something, please don't hesitate to ask. We are always trying to make sure we accommodate our clients and guests in any way needed. We understand you may be a few hours away or in another state and unable to help the guests with specific items. So please let us help you with this.

PACKAGES

We can accept packages for your short-term rental. If this is a service you would like us to accommodate, there will be a charge. This charge is for the delivery of the package to your STR as well as disposal of the boxes and packaging.

HOLIDAYS

We ask that you do not schedule same day turns on major holidays. Christmas, Christmas Eve, Thanksgiving, and Easter. If you have a same day turn on these holidays, please understand that we may not be able to accommodate. If we are, we will have to charge double the amount of your regular rate. Family is such a big part of our lives, and we want to make sure our cleaners have these times to relax and spend it with loved ones. This doesn't mean we aren't able to complete a clean on a holiday, just that it's easier if we are able to schedule the time of the clean later in the day if needed to work around time spent with family.

WEATHER

We are sorry for the inconvenience caused by the weather and appreciate your patience. However, we still intend to get all of our turns completed as quickly as possible. In some cases, this may require us to work expeditiously and may conflict with our turn schedule. We hope that you will understand and be supportive of our efforts.

EXTRA FEES

Cleaning extra messes may result in additional charges to account for extra time and effort. We will document extra messes with detailed photographs to provide evidence and will promptly notify you of any extra messes encountered and discuss necessary steps. Additional fees for extra messes will be clearly communicated and agreed upon before additional cleaning.

MEET THE

OWNERS



Kimberly Gaddis

Kimberly is a devoted wife, proud mother, and passionate about faith, family, and hospitality. Kimberly brings her extensive background in the short-term rental industry and over 10 years of cleaning experience to help clients maintain their 5-star status. Let her turn your property into a memorable vacation retreat. Unlocking the secrets to spotless spaces and unforgettable stays. I am on a mission to elevate your short-term rental experience with our top-notch cleaning services. Let us sprinkle our magic dust and turn your space into a sparkling oasis.
Your success is our priority!

About Us

Kimberly is a believer. She wants to make sure above all that all the Glory goes to God. He is the reason Bless This Mess Cleaning and Concierge LLC exists. With Bless This Mess Cleaning and Concierge LLC, you can count on the fact that you will get an honest, hardworking, dedicated team that will ensure you will receive 5-star ratings after every clean.

SERVICES WE OFFER



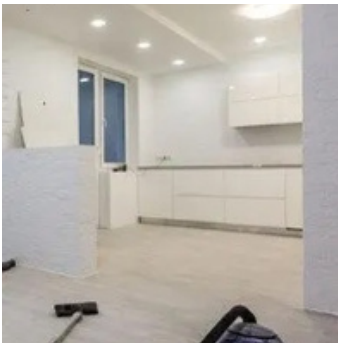
TURNOVER CLEAN

A turnover clean is a cleaning service that is done between guests in a short-term rental. It is a thorough cleaning that includes changing linens, towels, and other amenities. It also includes cleaning the floors, bathrooms, kitchen, and other areas of the rental property. The goal is to make sure that the rental property is clean and ready for the next guest.



TURNOVER DEEP CLEAN

A turnover deep clean is a thorough cleaning of a short-term rental property. It is designed to ensure that the property is clean and ready for the next guest. The cleaning process includes dusting, sweeping, mopping, sanitizing, stain removal from carpets, rugs, linens, towels, etc., inventory management, re-organization of guest amenities and trash removal. Turnover deep cleans are a more in-depth cleaning of the short-term rental and focuses on the areas that aren't often cleaned.



CONSTRUCTION CLEAN

Construction cleaning is a process that is performed once the construction of your site is done. Final cleaning is performed in specific spaces such as rooms, kitchens, bathrooms, countertops, tiles and cabinetry. Construction cleaning is essential to prep your house for furnishings and other decorations.



CONCIERGE SERVICES

A concierge is a service provided by a company to its clients. These services can include but not limited to propane tank swaps, item left by guests' package delivery, holiday decorating, birthday party setups, grocery pickup/delivery/stock, receiving essential packages, maintenance, lawn care, gutter clean etc. The concept is to save the client's time by performing their normal or specialized tasks on their behalf.

Apps We Use



For communication we use WhatsApp. It's encrypted to ensure all messages, and calls are secure. It allows us to create groups, send photos, call, video chat, send documents, etc. We will start a group chat so that we are easily accessible for your vacation rental needs. This group will have yourself, and the owners so that you will always have someone who is able to help you. We can also add in anyone you would like to this group. A spouse, business partner, manager, etc.



With Resort Cleaning you can link your booking calendars from any sights you are using. For example VRBO, Airbnb, etc. If you are on more than one that is completely fine. You can link multiple sights at once. You don't have to reach out each time a cleaning is scheduled. With the calendars linked we are able to see the cleaning dates as they are scheduled.

Also, includes photos that our cleaners upload after every clean, checklists you can create that includes photos, cleaners start and completed time, and notes that update on inventory, reports of any damage, items left by guests, and/or maintenance items. Resort Cleaning does charge \$5 per month per property once your account is created.

YAY!



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CLIENT PRICE LIST



TURNOVER CLEAN

- 1 Bedroom
 - 2 Bedroom
 - 3 Bedroom
 - 4 Bedroom
 - 5 Bedroom
- \$125-\$175
 - \$150-\$200
 - \$175-\$350
 - \$200-\$400
 - \$250-450

TURNOVER DEEP CLEAN

- 1 Bedroom
 - 2 Bedroom
 - 3 Bedroom
 - 4 Bedroom
 - 5 Bedroom
- \$250-\$350
 - \$300-\$400
 - \$350-\$700
 - \$400-\$800
 - \$500-\$900

ADDITIONAL SERVICES

- Pickup & Dropoff
 - Propane Swap
 - Trip Charge
 - Package Delivery
- \$50
 - \$40
 - \$40
 - \$40

These prices can vary depending on #of beds, square footage, and hot-tub. We do accomodate bigger STR's. This price sheet is just a start to get an idea of our prices.

Turnover Cleaning Checklist

BATHROOM(S)

- ☐ Spray mould cleaner on any dark spots
- ☐ Spray and clean mirrors, sink, and bath tub
- ☐ Clean shower glass & framing
- ☐ Spray and wipe cupboard doors
- ☐ Garbage emptied and wiped down
- ☐ Towels and mats hung pretty (hotel-look)
- ☐ Wipe top, sides, lid, seat, rim, and base of toilet
- ☐ Scrub toilet bowl with brush and flush
- ☐ Replace any amenities

DUSTING & BEDROOM(S)

- ☐ Dust all surfaces
- ☐ Dust outlets and light switches
- ☐ Dust window sills and seals
- ☐ Clean all mirrors
- ☐ Make beds and tidy bedrooms
- ☐ Dust fans
- ☐ Wash & replace linens-hospital bed corners
- ☐ Replace any amenities

KITCHEN

- ☐ Put any dishes in the dishwasher and run cycle
- ☐ Wipe down all cupboard doors
- ☐ Wipe down all bench tops and tables
- ☐ Wipe splash back
- ☐ Wipe stovetop and inside oven door
- ☐ Clean inside microwave
- ☐ Wipe fridge, dishwasher, microwave doors
- ☐ Wipe down appliances, empty toaster crumbs
- ☐ Clean and polish sink
- ☐ Garbage emptied and wiped down
- ☐ Check cupboards & utensils for missing items
- ☐ Replace any amenities

FLOORS

- ☐ Move chairs away from tables
- ☐ Vacuum floors (Please move items if needed)
- ☐ Mop all hard floors and shower floors
- ☐ Remember behind doors and in corners

PORCHES/HOTTUBS

- ☐ Blow/Sweep of dust, dirt, leaves, and/or pollen
- ☐ Wipe down any porch furniture
- ☐ Maintain hot-tub and drain and refill as needed

Turnover Deep Cleaning Checklist

BATHROOM(S)

- ☐ Spray mold cleaner on any dark spots
- ☐ Spray and clean mirrors, sink, and bath tub
- ☐ Polish shower glass & framing with glass cleaner
- ☐ Spray and wipe cupboard doors
- ☐ Garbage emptied and wiped down
- ☐ Towels and mats hung pretty (hotel-look)
- ☐ Wipe top, sides, lid, seat, rim, and base of toilet
- ☐ Scrub toilet bowl with brush and flush
- ☐ Descale shower head(s) with vinegar
- ☐ Scrub grout
- ☐ Clean toilet brush holder

FLOORS

- ☐ Move chairs away from tables
- ☐ Vacuum floors (Please move items if needed)
- ☐ Mop all hard floors and shower floors
- ☐ Remember behind doors and in corners
- ☐ Vacuum and mop under couches
- ☐ Vacuum cushion covers

PORCHES/HOTTUBS

- ☐ Blow/Sweep of dust, dirt, leaves, and/or pollen
- ☐ Wipe down any porch furniture
- ☐ Drain and refill hottub

KITCHEN

- ☐ Put any dishes in the dishwasher and run cycle
- ☐ Wipe down all cupboard doors
- ☐ Empty and clean out refrigerator
- ☐ Clean dishwasher - run on empty with 1c. vinegar
- ☐ Clean oven and racks
- ☐ Wipe down all bench tops and tables
- ☐ Wipe splash back
- ☐ Wipe stovetop and inside oven door
- ☐ Clean inside microwave
- ☐ Wipe fridge, dishwasher, microwave doors
- ☐ Wipe down appliances, empty toaster crumbs
- ☐ Clean and polish sink
- ☐ Garbage emptied and wiped down
- ☐ Wipe top of fridge down

DUSTING & BEDROOM(S)

- ☐ Dust all surfaces
- ☐ Dust outlets and light switches
- ☐ Dust window sills and seals
- ☐ Clean all mirrors
- ☐ Make beds and tidy bedrooms
- ☐ Dust fans
- ☐ Check for cobwebs
- ☐ Dust baseboards
- ☐ Spot clean doors and door frames