

KEYS



The most convenient and secure method to give us access to your home is to issue All Bright a house key. We will code and store it in a safe. Your cleaning team will sign it in and out on the day of your services. This applies to regularly-scheduled cleaning services.

VALUABLES



If you have valuables, jewelry, cash, or irreplaceable items, please secure them or let your cleaning team know the areas not to touch or clean. If you want these items included in your cleaning, please provide instructions and recommended products and allow the proper time to care for them.

ALARMS



If your home has a security system, please let us know and arrange for your cleaning team to have safe access to your home on your scheduled day.

PETS



Please let us know if you have pets. To help us be more efficient, please leave your pet outside or otherwise restrain it. For health reasons, our staff will not clean litter boxes or boxes containing animal or human waste.

SCHEDULING



You may schedule a morning or afternoon appointment. Morning appointments are between 8 a.m. and 12 Noon. Afternoon appointments are between 12:30 and 4 p.m. If you need a more specific time, please let us know in advance, and we will provide you with a one-hour window. To avoid a cancellation fee, you may cancel or reschedule your appointment by giving us a 24-hour notice.