



CANCELLATION & RESCHEDULING POLICY

At Cleaning by María, we understand that plans can change. To serve you better and manage our team efficiently, we apply the following conditions:

48-Hour Notice Required

To cancel or reschedule an appointment without penalty, please give us at least 48 business hours' notice before your scheduled time.

Late Cancellations or No-Shows

If we do not receive notice in time or cannot access the property at the estimated time, 100% of the scheduled service fee will be charged.

Deposit Policy

A non-refundable deposit of **50%** of the total service cost is required to reserve your appointment. This amount will be applied toward your total balance if proper notice is given.

Accepted Payment Methods

We accept payments via **Check, Bank Transfer, Zelle, and Venmo**.

How to Notify Us

Please contact our customer service team via WhatsApp, phone, or email. Be sure to include your full name, address, and the date of your appointment.

This policy helps us respect your time and ours and maintain the quality and availability you expect from us.