

KKC Consultation Policy

Consultation Policy provided by Kat's Keen Cleaning

Thank you for your interest in Kat's Keen Cleaning! Before scheduling any first-time cleaning appointment, the **KKC Initial Consultation** is required to make sure I fully understand your home, your needs, and how to give you the most accurate estimate and highest quality service possible.

This quick consultation helps me assess the home's condition, identify any surface or material considerations, and create a personalized cleaning plan that fits you best.

Free In-Person Consultation (Within 15 Miles of Licking)

Your consultation includes:

- ❖ A walkthrough of your home
- ❖ An assessment of surface and material conditions
- ❖ Recommendations tailored to your needs
- ❖ Booking your first appointment
- ❖ Answers to any questions you may have

In-Person Consultations (Outside 15 Miles of Licking)

Mileage fees (if applicable) are handled at the time the consultation is scheduled.

To cover travel time and fuel, the following mileage-based fees apply:

- ❖ 16-25 miles: \$5
- ❖ 26-35 miles: \$10
- ❖ 36-50 miles: \$15

Free Digital Consultation (Any Distance)

If you are considering a Free Digital Consultation, please review the **Free Digital Consultation Limitations** below.

You must electronically provide:

- ❖ At least 2 clear photos of each room (differing angles preferred)
- ❖ A brief description of what areas you want cleaned
- ❖ Notes about pets, concerns, or special instructions

Free Digital Consultation Limitations

Please be aware, that while a digital consultation is convenient, it is **NOT** as thorough or accurate as an in-person assessment.

Photo-based evaluations can be limited by:

- ❖ Poor or inconsistent image quality
- ❖ Missing angles or overlooked areas
- ❖ Not capturing the true level of buildup, debris, or clutter
- ❖ Inability to evaluate surfaces, materials, or textures accurately
- ❖ Lighting differences that hide stains, discoloration, damage, or wear

Because of this, **in-person consultations provide the most accurate estimate, time planning, and cleaning recommendations.**

Digital consultations may result in adjustments on the day of the scheduled cleaning if additional time or services are necessary.

Important Notes

- ❖ A consultation does **not** confirm a cleaning appointment; scheduling depends on availability.
- ❖ After your consultation, you will receive your **KKC Consultation Review** (a written summary of your assessment).
- ❖ Required new client forms must be completed **at least 24 hours before** your first appointment. (*General Cleaning Booking Form* and *Questionnaire Form*)

If you have any questions, I'm always happy to help.

Thank you for choosing Kat's Keen Cleaning — I look forward to meeting you!

