Terms & Conditions of Service

Cleaning Service · Abbotsford, BC · Effective date: November 15, 2026

By booking a cleaning with LUMÉA Cleaning Service Ltd. — online, by text message, or in any other way — you agree to these terms.

1. Prices

Our prices are flat and shown in full in the online builder before you book — no surprises. Extras are priced in the builder and shown in full before you book (from $40 to $90 each); eco-friendly products are +$15 on request. If the actual condition of the home is very different from the booking (for example, much more work than described), we may offer an adjusted price before we start — if you don't agree, you can cancel and your deposit is refunded in full.

2. Deposit & payment

A deposit confirms your booking. It is charged to your card when you book and counts toward your total: **50%** for regular & Airbnb cleaning, **70%** for deep, move-in/out & post-construction cleaning, and **100%** for deep cleans in 4+ bedroom homes. 24 hours before your cleaning, the remaining balance is placed on hold on the same card — it is reserved, not charged. After the cleaning, the hold is charged — or pay the balance by Interac e-Transfer or cash on the day. If a balance stays unpaid, a late fee of $10 per day applies, up to $100. Tips are never expected, but always appreciated.

Save $150 plan: the deposit is charged only for the first visit. For every later visit, the full amount is placed on hold on your card 24 hours before the visit and charged after the cleaning. There is no contract — you can stop the plan at any time.

3. Cancellation & rescheduling

You can reschedule once, free of charge, up to 24 hours before your cleaning — your deposit moves to the new date. If you cancel less than 24 hours before the cleaning, the deposit is kept as the cancellation fee. If we arrive and cannot get in (no access, no one home), the visit may be charged in full to your saved card. Reminder messages are a courtesy only — your booking stays confirmed even if you do not reply to a reminder.

4. If something isn't right

Message us within 24 hours after your cleaning and we will come back free of charge and re-clean the specific spots you point out (up to 2 hours). We always fix it first — refunds are not given without a re-clean visit. After 24 hours, the cleaning counts as accepted. We clean to a professional standard: cleaning makes surfaces clean, but it does not restore or repair wear, stains or damage that were already there.

5. Damage & liability

LUMÉA Cleaning Service carries liability insurance. If we damage something through our fault, tell us within 24 hours and send a photo — we will repair it or compensate you fairly. We are not responsible for pre-existing damage, for loose or unsecured items, or for fragile surfaces you did not point out to us before the cleaning. Our cleaners do not move fragile or valuable items (mirrors, vases, figurines, artwork, electronics) — we clean around them. If something needs moving for a thorough clean, please move it yourself before we arrive.

6. What we don't do

For everyone's safety, and to protect your home, our cleaners do not:

- Move anything heavier than 23 kg (50 lb), and do not move fridges, stoves, washers or dryers.
- Move fragile or valuable items — mirrors, vases, figurines, artwork, electronics. We clean around them; if something needs moving for a thorough clean, please move it before we arrive.
- Work above a regular step ladder, or stand on furniture to reach high areas.
- Wash chandeliers or take them apart. We gently dust chandeliers and light fixtures we can reach — surface dusting only, no washing and no removing shades or crystal parts.
- Apply pesticides or pest treatments. In British Columbia that work needs a special licence, which we don't hold. If we notice insects or other pests during a cleaning, we will tell you and send a photo — and we can deep-clean the area. A licensed pest control company should handle an infestation.
- Clean biohazards — feces, urine, blood or vomit. If an area is heavily infested or unsafe, we may pause the cleaning of that area and will let you know right away.

7. Pets

Small pets are welcome — pet hair is part of the cleaning. Large dogs, please, keep in a separate closed room or out of the home during the cleaning — this is standard practice in Canada. Please tell us about pets when you book.

8. Photos

We take before-and-after photos for quality control and in case of a dispute. Photos may be used in our marketing only without any personal details — you can opt out in writing at any time.

9. Hiring our cleaners

Please do not hire our cleaners or helpers directly, bypassing LUMÉA, while you are our client and for 12 months after your last cleaning. The fee for doing so is $3,000 per person.

10. Access & law

If you won't be home, you can leave a key or a door code — after the cleaning we send you a photo report. These terms are governed by the laws of British Columbia, Canada.

11. Parking

Please give us accurate parking instructions and, where your building requires it, a visitor parking pass. If our vehicle is ticketed, towed or charged because the instructions or the pass were wrong, expired or missing, those costs will be added to your invoice.

12. Gift cards

Dollar gift cards ($100, $150 and $200) never expire and carry no fees. They are not refundable and cannot be exchanged for cash. Anyone who has the code can use it: enter the code when you book online and the amount comes off your total before the deposit is charged. Please keep your code safe — we cannot replace a code that someone else has already used.

The Christmas gift card is a package of 13 standard cleanings, one every two weeks, for the home size chosen when the card is bought. Inside-fridge and inside-oven cleaning are not included; extras can be added when booking at $35 each. The person who receives the card books each cleaning online and enters the code — that cleaning is then covered, and no deposit is charged for it (any extras are paid the usual way).

If a cleaning booked with a gift card isn't right, section 4 applies: message us within 24 hours and we will come back and re-clean the spots free of charge. A completed cleaning is not refunded.

If the recipient decides to stop the Christmas package, the buyer (the person who paid for the card) can ask us to cancel the remaining cleanings. We refund the unused cleanings to the buyer; the cleanings already used are recalculated at the regular price for that home size, and the difference is taken off the refund.