



## Before You Book a Local Cleaner

Printable customer worksheet with space to compare cleaners and write notes.

**Website:** [www.scrubbunnies.com](http://www.scrubbunnies.com)

<b>Date:</b> _____	<b>Cleaner / Company:</b> _____
<b>Phone / Email:</b> _____	<b>Website:</b> _____

Use this sheet to ask the right questions and write down each cleaner's answers. Tick anything confirmed and use the notes space for details, prices, or concerns.

### 1) What is included?

Ask this	Notes / answer
<input type="checkbox"/> What tasks are included in the standard visit?	_____ _____
<input type="checkbox"/> Are bathrooms, kitchen, dusting, vacuuming, and mopping included?	_____ _____
<input type="checkbox"/> Which tasks cost extra, such as ovens, inside windows, or bed changing?	_____ _____

### 2) Products and equipment

Ask this	Notes / answer
<input type="checkbox"/> Do you bring your own products, cloths, mop, and vacuum?	_____ _____
<input type="checkbox"/> Can you work around allergies, fragrance sensitivities, pets, or eco preferences?	_____ _____
<input type="checkbox"/> How do you handle delicate surfaces such as stone, wood, or speciality finishes?	_____ _____

### 3) Insurance and reliability

Ask this	Notes / answer
<input type="checkbox"/> Do you have public liability insurance?	_____ _____
<input type="checkbox"/> What happens if something is damaged or a task is missed?	_____ _____
<input type="checkbox"/> If my regular cleaner is unavailable, what backup or cover is provided?	_____ _____

## 4) Keys and access

Ask this	Notes / answer
■ How are keys, entry codes, and alarm details handled?	<hr/> <hr/>
■ Will I normally get the same cleaner each visit?	<hr/> <hr/>
■ What happens if I am not at home when the cleaner arrives?	<hr/> <hr/>

## 5) Hours and pricing

Ask this	Notes / answer
■ Is there a minimum booking time or minimum charge?	<hr/> <hr/>
■ Will the first visit take longer than future maintenance cleans?	<hr/> <hr/>
■ What are the payment terms, cancellation notice, and any extra charges?	<hr/> <hr/>

## 6) First-visit priorities

Ask this	Notes / answer
■ What should I prioritise on the first clean?	<hr/> <hr/>
■ Do you recommend a regular clean or a deeper one-off clean first?	<hr/> <hr/>
■ Are there any areas you think may need extra time or specialist attention?	<hr/> <hr/>

## Final notes before booking

<b>Overall impression / concerns:</b> <hr/> <hr/> <hr/>
<b>Quoted price / frequency / start date:</b> <hr/> <hr/>
<b>My decision:</b> ■ Book now   ■ Compare more quotes   ■ Ask follow-up questions

For customer use only. This worksheet may be downloaded and printed for personal use. Unauthorised copying, resale, redistribution, or rebranding is prohibited.