

LADY & A

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Information Packet 2025



Terms of Service

Welcome to Lady and a List! By booking and using our cleaning services, you agree to the following Terms of Service. Please read them carefully.

1. Service Agreement

By scheduling a cleaning service with Lady and a List, you acknowledge that: Our cleaning services are provided as outlined in our pricing list, with final pricing subject to home condition and any additional requests.

All bookings are subject to availability and must be confirmed by Lady and a List. Services will be performed in a professional manner by trained and experienced cleaners.

2. Pricing & Payment

All prices listed are base pricing and subject to adjustment based on the condition of the home and additional services requested.

Payment is due in full upon completion of services unless otherwise agreed upon in writing.

Accepted payment methods include ZenMaid Auto Pay or Zelle.

A 50% deposit may be required for large-scale or first-time deep cleanings.

3. Cancellations & Rescheduling

Cancellations or rescheduling requests must be made at least 24 hours in advance.

Cancellations within 24 hours of the scheduled service will incur a 50% cancellation fee.

If our cleaners arrive and are unable to access the property, it will be considered a lockout cancellation, and the full service fee will be charged.

4. Customer Responsibilities

To ensure a smooth cleaning experience, customers agree to:

Provide access to the property at the scheduled time (keys, codes, etc.).

Remove excessive clutter before the cleaning appointment.

Secure valuables and fragile items.

Inform us of any specific cleaning instructions or requests before the appointment.



Pricing Guide

All prices listed below are **base pricing**. Final pricing may vary depending on the home's condition, size, and any additional services requested. Homes with excessive clutter, pet hair, or requiring extra time will be subject to custom pricing.

Standard Cleaning

Studio/1-Bedroom (Up to 700 sq. ft.) – \$120

2-Bedroom (Up to 1,200 sq. ft.) – \$180

3-Bedroom (Up to 1,800 sq. ft.) – \$220

4-Bedroom (Up to 2,500 sq. ft.) – \$280

5+ Bedrooms (2,500+ sq. ft.) – Custom Quote

Deep Cleaning

Studio/1-Bedroom (Up to 700 sq. ft.) – \$260

2-Bedroom (Up to 1,200 sq. ft.) – \$360

3-Bedroom (Up to 1,800 sq. ft.) – \$480

4-Bedroom (Up to 2,500 sq. ft.) – \$680

5+ Bedrooms – Custom Quote

Move-In/Move-Out Cleaning

Studio/1-Bedroom (Up to 700 sq. ft.) \$200

2-Bedroom (Up to 1,200 sq. ft.) \$260

3-Bedroom (Up to 1,800 sq. ft.) \$320

4-Bedroom (Up to 2,500 sq. ft.) \$400

5+ Bedrooms – Custom Quote

Additional Services (Add-ons to any cleaning package)

Inside Oven – \$40

Inside Fridge – \$40

Interior Windows (per window) – \$8

Laundry (Wash & Fold, per load) – \$25

Dishes – \$20

5. Satisfaction Guarantee & Limitations

We strive for 100% customer satisfaction. If you are unsatisfied with your service, please notify us within 24 hours, and we will return to address any concerns at no additional charge.

Our services do not include handling biohazards, deep mold removal, pest infestations, hoarding cleanups, or other hazardous conditions.

We are not responsible for pre-existing damage, wear and tear, or damage to delicate or improperly installed fixtures.

6. Liability & Insurance

Lady and a List carries general liability insurance for all services performed.

We are not responsible for any loss or damage to personal belongings, electronics, or valuables. Clients are responsible for notifying us of any special care requirements for delicate surfaces or high-value items.

7. Right to Refuse Service

We reserve the right to refuse or discontinue service if:

A home is in unsanitary or unsafe conditions (e.g., excessive clutter, pest infestations, biohazards).

There is any form of harassment, discrimination, or unsafe behavior toward our staff.

8. Changes to Terms of Service

Lady and a List reserves the right to update these Terms of Service at any time. Updated terms will be posted on our website or communicated to customers as necessary.



Mommy Manager Service

What is a Mommy Manager?

Our Mommy Manager service is designed to be your extra set of hands for all the daily tasks that keep your home running smoothly. Think of us as a "wife to the wife"—helping with household responsibilities so you can focus on your family, career, and well-being.

How We Help:

We take care of the little details so you don't have to, offering a range of services customized to your needs, including:

Household Organization: Decluttering, tidying up, and creating systems that work for your lifestyle.

Laundry Assistance: Washing, folding, and putting away clothes, including linens and towels.

Grocery Shopping & Errands: Running to the store, picking up prescriptions, and handling returns.

Meal Prep Assistance: Chopping, prepping, and organizing meals to make cooking easier.

Home Maintenance Support: Light cleaning, dishwashing, and resetting the home.

Packing & Unpacking: Helping with vacations, moves, or just a busy week.

Party & Event Help: Setting up, assisting during, and cleaning up after events.

Pet Care Assistance: Feeding, walking, and light cleaning up after pets.

Seasonal & Holiday Prep: Decorating, gift wrapping, and post-holiday organization.

What We Don't Do:

While we handle a wide range of household tasks, please note that we do not provide childcare, medical assistance, or pet grooming.

How to Book a Mommy Manager:

Consultation: Let us know your needs, and we'll customize a plan that fits your lifestyle.

Schedule Service: Choose a one-time session or recurring visits.

Relax & Enjoy: We take care of the tasks while you enjoy more free time.

We are here to make your life easier, so if there's something specific you need, just ask!

Our goal is to create a stress-free home environment that works for you.



Cleaning Products Guide

Preferred Non-Toxic Cleaning Products & Uses

We prioritize non-toxic, eco-friendly, and pet-safe products whenever possible. Below is a breakdown of our go-to cleaning solutions and their best uses.

Dr. Bronner's Sal Suds - The Ultimate Multi-Purpose Cleaner

Why We Use It: Powerful, biodegradable, and free from synthetic fragrances and dyes.

Works on multiple surfaces and leaves no residue.

In-Home Mixing Guide

All-Purpose Cleaner: 1 tsp Sal Suds + 16 oz water (for countertops, appliances, and general surfaces)

Floor Cleaner: 1 tsp Sal Suds + 1 gallon warm water (for tile, laminate, hardwood, and vinyl)

Glass & Mirror Cleaner: 1 drop Sal Suds + 16 oz warm water (streak-free results)

Dish Soap: A few drops on a sponge or mixed in warm water

Laundry Detergent: 1-2 tsp Sal Suds per load

Bathroom Cleaner: 1 tsp Sal Suds + 2 cups warm water + disinfectant (for tubs, sinks, showers, and toilets)

Carpet Spot Cleaner: 1 drop Sal Suds + 1 cup warm water (dab onto stains, blot dry)

Outdoor Cleaner: 1 tbsp Sal Suds per gallon of water (for patio furniture, BBQs, siding, and decks)



Cleaning Products Guide

Bar Keepers Friend - The Best for Tough Stains

Why We Use It: A gentle but effective abrasive cleaner that removes stains without damaging surfaces.

Sink & Tub Scrub: Works great for tough water spots and soap scum

Glass Cooktops & Shower Doors: Removes mineral buildup and hard water stains

Other Non-Toxic Products We Use:

White Vinegar & Baking Soda: Natural deodorizers and great for tough grease (not used on natural stone)

Hydrogen Peroxide: Safe disinfectant, great for brightening grout and whitening surfaces

Castile Soap: Gentle and effective alternative for delicate surfaces

Fine Grade Steel Wool (#0000): Used for deep cleaning metal surfaces without scratching



Cleaning Products Guide

Commercial Cleaning Products We Use When Needed

While we focus on non-toxic options, some jobs require heavy-duty cleaners. We use these when necessary or if a client prefers them:

Zep Mold & Mildew Remover: For bathrooms and areas with severe mold/mildew buildup

Sprayway Glass Cleaner: For streak-free glass and mirror cleaning

Gain All-Purpose Cleaner: A powerful degreaser and general cleaner

Sal Suds Alternative or Dawn for Tough Jobs: When extra power is needed for grease-cutting

Customizable Cleaning: If you have a preferred cleaner, we are happy to use it! Just let us know, and we will incorporate it into your cleaning routine.

We strive to provide a clean, fresh, and safe home environment while using the best products for each surface. Let us know your preferences, and we'll tailor our service to fit your needs!



Standard Cleaning Guidelines

Baseboards, ceiling fans, blinds, interior oven and fridge are NOT a part of our standard cleaning checklist. Please see additional booking items or our deep cleaning checklist to add service.

Bathrooms

Shower wiped top to bottom with shower cleaner

Shower doors and tracks wiped

Silver polished - hard water stain removal may require additional charge

Toilet cleaned – around and behind as well as piping / valve

Wipe all light switches, outlet covers, door handles and knobs

Dust any shelving and limited decor items

Wipe down of all exterior cabinets and baseboards

Wipe exterior of toilet bowl cleaner (the holder)

Clean all glass and mirrors

Dust lighting fixtures

Clean sink and vanity – items picked up and wiped under

Floors vacuumed and then hand cleaned/ scrubbed with sanitizer

Trash emptied and replaced with liner – wipe down container

Shake/vacuum any rugs and place back (or replace with clean ones)

Towels folded and hung

Toilet paper folded

Standard Cleaning

Kitchen

Neaten and Tidy – dependent on clutter

Dust window sills

Clean front of the refrigerator – open and wipe exposed door' edges and handles

Wipe upper cupboard fronts- quick wipe -

Wipe oven vent hood exterior – Degreased first then stainless-steel polish

Clean all appliance fronts from top to bottom. Remove all dirt, fingerprints, marks and residue, clean handles and edges – pull off knobs of stove clean knobs and clean area

behind knobs - excessive items on the refrigerator will not be removed

Clean inside and outside of microwave removing all food particles

Scrub stovetop thoroughly removing all residue and debris if electric - cooktop cleaner will be used with scraper – burned residue will take additional time to remove

Wipe backsplashes and walls behind counters

Wipe counters, move all items to clean under, and place back

Sink cleaned with bar keepers' friend

Wipe down jars and counter items like small appliances

Vacuum floors - special attention to corners and edges under cabinets

Wipe doorknobs, handles, light switches, and outlet covers

Empty all trash and recycling and replace bags – wipe trash can exterior – check lid for build up – wipe and sanitize

Mop – edges hand cleaned under cabinets prior to mopping to remove debris

Clean interior and exterior of any sliding doors leading outside

Standard Cleaning

Living Spaces/ Bedrooms

Neaten and Tidy – if able and to best of ability depending on clutter

Dust all wall hangings, shelving, and hanging pictures

Wipe doorknobs, handles, light switches, and outlet covers

Dust all dressers, bed frames, and furniture surfaces

Vacuum/Mop – pick up and vacuum under items and replace

Clean all hallways and entryways in the same manner

Stage bedding

Check for cobwebs



Deep Cleaning

Deep cleaning is in addition to the standard checklist. More challenging items are subject to additional fees.

Kitchen

Deep scrub of exterior cabinets – interior can be added

Wipe walls

Remove and wipe vents

Baseboards – deep scrub / wipe / may need magic eraser to remove scuffs

Clean Door frames and trim

Interior Oven

Interior Fridge

Hood Vent Cleaned - subject to additional fees

Bathrooms

Deep scrub of tile and grout

Glass door treatment - subject to additional fees

Deep scrub of exterior cabinets

Deep scrub of baseboards

Deep scrub of door frames and trim

Wipe walls

Wipe Vents

Deep Cleaning

Living Room / Bedrooms

Deep Scrub of baseboards, door frames and trim

Wipe walls

Clean under beds if accessible

Clean vents

Clean ceiling fans

Clean under moveable furniture

Detail and dust furniture

Polish and condition wood

Remove couch cushions and vacuum

Clean interior of closet floors

Add Ons:

Baseboards

Door Frames and Trim

Ceiling fans

Sheet service

Interior Fridge

Interior Oven

Shower Door Treatment

Calcium Build Up Treatment – bathrooms and kitchen

Blinds Dusted

Interior windows

Window tracks

Policies & Fees

Same-Day Booking (if available): \$50 fee

Cancellations within 24 hours: 50% of service charge

Travel Fee for locations 15+ miles outside Orange County: \$25+

Payment

Zelle or Auto Charge with ZenMaid - Payment is due same day

Invoices sent out with ZenMaid with option to pay online with Credit or Debit Card