

Fall Home Services

Booking Agreement & Payment Consent Form

Serving Prince George's, Montgomery, Anne Arundel, Howard and Charles Counties, Washington, DC, and Northern Virginia. 301-818-3448 | fallhomeservices.com

Please review this agreement before your cleaning. By booking a service with Fall Home Services, you acknowledge and agree to the payment and cancellation terms below.

1. Payment terms

Payment is easy and secure. When you book, we place an authorization hold on your credit card for the scheduled service. Once your cleaning is completed, your card is charged for the final amount due. No payment is collected before the cleaning is finished.

- Accepted payment methods: Visa, Mastercard, American Express and Discover credit or debit cards.
- Credit card payments are subject to a 3% processing fee, calculated on the final cleaning total including approved add-on services.
- The processing fee is itemized on your quote or booking confirmation before your card is charged, and again on your emailed receipt.
- Any approved add-on services or applicable fees may be included in your final charge. We contact you for approval before adding anything.
- By booking, you authorize Fall Home Services to place the authorization hold and process the final charge in accordance with these terms.

2. Cancellation policy

We require at least 24 hours' notice to cancel or reschedule a cleaning. Cancellations or rescheduling with less than 24 hours' notice, including appointments where our team cannot access the property, may be charged 100% of the scheduled cleaning price. We may waive the fee for emergencies, severe weather, or other exceptional circumstances at our discretion. By booking a service with Fall Home Services, you acknowledge and agree to this cancellation policy, subject to applicable Maryland law.

3. Access, service and satisfaction

- You do not need to be home. Provide entry instructions such as a lockbox code, key, or building concierge details when booking.
- Our teams arrive with all supplies and equipment. If you prefer specific products for your surfaces, leave them out for the team.
- Every cleaner is background-checked, insured, and trained before working in a client's home.
- If anything was missed, tell us within 24 hours and we will return to address it.

4. Customer acknowledgement

Sign below to confirm you have reviewed the payment terms, the 3% card processing fee, and the 24-hour cancellation policy.

Customer name	
Service address	
Phone / email	
Service & date	
Signature	
Date	

Questions before you book? Call 301-818-3448 or visit fallhomeservices.com/faq. This form is provided for customer review; terms are subject to applicable Maryland law.