

Frequently Asked Questions

WHAT AREAS DO YOU SERVICE?

We service the following cities in South County, Rhode Island. North Kingstown, South Kingstown, Wakefield and Narragansett.

WHY SHOULD I HIRE SOUTH COUNTY MERMAIDS?

We are reliable, trustworthy, meticulous and consistent. We are locally owned and operated. When you support a local small business, more than 50% of the money you spend, stays in your community.

DOES SOMEONE NEED TO VISIT MY HOME BEFORE I CAN BOOK A CLEANING?

Absolutely not. You can request a quote and book a cleaning by contacting us via call, text or email. 401-269-6031. Southcountymermaids@gmail.com

ARE YOU BONDED AND INSURED?

We are fully bonded and insured. We have a General Liability policy. A Certificate of Liability is available to all clients upon request.

ARE YOUR WORKERS INSURED?

All of our workers are insured through our Workers Compensation policy.

WHO WILL BE CLEANING MY HOME?

A team of Professional Cleaners, trained and employed by South County Mermaids will clean your home. All of our employees have passed a Rhode Island Background Check.

WILL THE SAME TEAM CLEAN MY HOME EACH VISIT?

We do our best to have the same team of cleaners in your home each visit. However, due to vacations, illness and reschedules, we may occasionally have to substitute one cleaner for another. Our primary goal is to provide a consistent experience, no matter who cleans your home.

WHAT SHOULD I DO TO PREPARE MY HOME FOR CLEANING?

Providing our team with a clutter free environment is much appreciated, and leaves us more time to focus on cleaning.

Frequently Asked Questions

WHAT HAPPENS IF SOMETHING IN MY HOME IS BROKEN?

We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If this occurs, our cleaners are instructed to contact our office immediately and report it. Our office will notify you the same day via phone or email to determine the best course of action.

DO I HAVE TO SIGN A CONTRACT?

We don't have contracts. We do request you sign a Client Agreement, for insurance purposes. Your house will not be cleaned until a signed agreement is on file. Services may be cancelled at any time by the client or South County Mermaids.

WHAT IF I NEED TO CANCEL AN APPOINTMENT?

48-hour notice is both required and appreciated when cancelling your appointment. A cancellation fee of \$50 will be assessed for all appointments cancelled with less than 48-hour notice.

WHAT IF I NEED TO RESCHEDULE AN APPOINTMENT?

Due to high demand, we are fully booked most days. We may not be able to accommodate your reschedule request. If you decide to cancel a cleaning, we may need to resume on your next scheduled date.

DO I NEED TO BE HOME FOR MY CLEANING?

There is no need for a client to be home during their cleaning. You can provide us with a key, door code, garage code, or other means of entry.

DO YOU BRING YOUR OWN SUPPLIES?

We sure do! We provide all supplies and equipment needed to complete the cleaning. Do you prefer we use a particular product of yours? No problem, just let us know.

WHEN IS MY PAYMENT DUE?

All payments are due in full on the date services are rendered. A \$35 late fee will be applied to all invoices not paid within 48 hours of your cleaning. We'll request a credit card on file, if multiple late payments are made. We accept cash, check, credit card, PayPal and Venmo. Please make checks out to South County Mermaids.