



Dear EcoMundo client:

Thank you so much for choosing EcoMundo for your cleaning needs - we value your support of our worker cooperative.

We are writing to let you know of a change in our policies. Ecomundo strives to be flexible and accommodate the hours of our clients; however, we now ask for 48-hour notice should you need to cancel or change the date/time of a cleaning.

New cancellation policy:

- If you have to cancel or change an appointment less than 48 hours prior to the service, you will be charged a penalty of 50% of the price of your cleaning.
- If you have to cancel or change an appointment less than 24 hours prior to your service, you will be charged the full amount for the cleaning.

We hope you understand that our mission includes not only providing high quality cleaning services, but also providing sustainable employment for our members. With less than 48 hours to time to schedule appointments it is not possible for us to find alternatives for your cleaner and therefore members are left without the income they rely on for the week. It is for that reason that we have created this policy.

Office Hours:

We also wanted to remind you of our office hours:

Our office is open 9:00am-1:00pm Monday through Friday. Any Email received after office hours will be replied by the next business day. In case of emergency, please write EMERGENCY in the subject line. An emergency consists of an issue concerning a same-day appointment or an early morning appointment the following day; we will do our best to respond to this as soon as possible.

Thank you so much for your understanding and support as we revisit our business policies.

Have a great week,

EcoMundo Cleaning LLC

Ecomundo is a worker owned cleaning cooperative for homes, schools, offices and businesses. We use green products to protect our clients, ourselves, and the environment and are committed to working for a living wage while providing quality and affordable services. We are fully insured and have appointments available 7 days a week, including evenings.