**📖 Blue Ocean Cleaning Services**

**Client Communication & Contact Policy  
Effective Date:** June 1, 2025

**1. Purpose**

This policy explains how Blue Ocean Cleaning Services communicates with clients before, during, and after services. We prioritize clear, timely, and professional communication to ensure every service runs smoothly.

**2. Contact Information**

All client information, including phone number and email, is collected through our online request form. Both contact methods are required and will be used for scheduling confirmations, service reminders, and invoicing.

**3. Appointment Confirmations & Reminders**

* A confirmation text will be sent once your service is scheduled.
* A reminder will be sent 24 hours before the appointment via text and/or email.
* If any changes or delays occur, clients will be promptly notified.

**4. On-Site Communication**

* Upon arrival or completion, updates can be sent if requested.
* Any access issues, safety concerns, or unexpected changes will be communicated immediately by phone or text.

**5. Invoicing & Follow-Ups**

* Invoices will be sent via text or email, with notifications or reminders sent by text when necessary.
* Clients are welcome to respond to any follow-up messages with feedback or questions.

**6. Service Issues & Urgent Contact**

* For urgent matters during or after service, clients should call or text our main contact number.
* Non-urgent inquiries may be sent via email. All messages will be acknowledged within 24 hours.

**7. Marketing & Promotions**

* Clients will only receive promotional offers if they have opted in.
* Unsubscribing is simple and can be done by replying “STOP” to texts or emailing our office.

**8. Professional Communication**

We are committed to respectful, professional communication and will never make unsolicited calls or visits outside of service-related matters.

**By booking services with Blue Ocean Cleaning Services, clients agree to this communication policy and may update their preferences at any time.**