

Apartment Preparation Policy for Weekly Cleaning

Dear Guest,

Please take a moment to read the following policy, designed to ensure an efficient, effective, and comfortable apartment cleaning process. Your cooperation in preparing the apartment appropriately has a significant impact on the quality and efficiency of the services we provide.

1. Access to the Apartment

- Please ensure access to the apartment at the scheduled cleaning time.
- Housekeeping staff operate according to a fixed schedule – whenever possible, please avoid entering the apartment during cleaning.
- If you cannot leave the apartment while cleaning is taking place, we kindly ask that you remain in one area and do not interrupt the work of the housekeeping team.

2. Pets and Other Special Circumstances

- If there is a pet in the apartment, please secure it – for example, by placing it in a carrier or moving it to another room during cleaning.
- For the comfort of your pet and to facilitate the work of our staff, we encourage you to take the pet for a walk while the service is being carried out.

3. Securing Personal Belongings

- Please organise personal items in such a way that they do not hinder the housekeeping team. This applies in particular to clothing, cosmetics, food, and other scattered items.
- Valuables such as money, documents, jewellery, or electronic devices should be stored in a safe, locked cabinet, or luggage.
- Toys, papers, and other small items should be tidied up to prevent accidental disposal.
- Please note that the housekeeping staff are not responsible for unsecured belongings.

4. Facilitating Access to Cleaning Areas

KITCHEN:

- Please clear the kitchen countertop and table.
- Place any dirty dishes either in the dishwasher or in the sink.
- Waste should be placed in the rubbish bin located under the sink.
- If necessary, you may leave full rubbish bags in the corridor prior to the scheduled cleaning.
- The floor should be free of objects to allow for thorough mopping.

LIVING ROOM:

- Please collect any scattered clothes, shoes, or toys.
- Furniture, tabletops, and desks should be clear of unnecessary items.

- Windowsills, bedside tables, and floors should be cleared to allow proper cleaning.

BATHROOM:

- Towels that require replacement should be removed from hangers.
- Cosmetics and hygiene items should be arranged so that the sink, shower, and shelves can be cleaned.
- Please remove any items from the bathroom floor.

BEDROOM:

- Remove personal items from the bed to allow for the changing of bed linen.
- The floor should be free of objects to enable thorough cleaning.

5. Comments and Special Requests

- If you have any comments, suggestions, or specific requests regarding cleaning, please contact us in advance so we can tailor the service to your expectations.

6. Lack of Preparation of the Apartment

If the apartment is not prepared in accordance with the above policy, the staff have the right to refuse to perform the full cleaning service. In the case of repeated obstruction of work, the property management reserves the right to limit the scope of services or refuse further cleanings during your stay.

In cases of significant neglect of preparatory duties – e.g., failure to grant access to the apartment or leaving it in extreme disorder – an additional fee of PLN 1000 net may be charged.

Summary

Your involvement in preparing the apartment before cleaning, taking care of personal belongings, and maintaining open communication with the housekeeping staff greatly enhances the comfort of cooperation and the quality of the services provided.

Thank you for your understanding and cooperation.

Kind regards,

The Platinum Residence Team