



Introduction

By booking services with Tomorrow Today Ayr ("TTA"), you agree to the following terms and conditions. These are in place to ensure a smooth, respectful, and high-quality experience for both our clients and our team.

1. Services Provided

- Tomorrow Today Ayr offers in-home support services including, but not limited to, cleaning, laundry, tidying, home organization, and home management.
- For "Express" services, clients are responsible for providing a clear list of priorities at the beginning of the visit. Our team will work through the list within the booked timeframe.

2. Scheduling & Access

Clients are responsible for ensuring safe and timely access to the home at the scheduled appointment time.

If we are unable to access the home, the appointment may be considered a late cancellation and subject to applicable fees.

3. Cancellations & Rescheduling

We require a minimum of 24 hours' notice for any cancellations or rescheduling.

Appointments cancelled with less than 24 hours' notice may be subject to a cancellation fee of up to 50% of the scheduled service.

Same-day cancellations or missed appointments may be charged at 100% of the service rate.



4. Pricing & Payments

All services are billed at agreed-upon rates plus applicable taxes.

Payment is due on the day of service unless otherwise arranged. We reserve the right to pause or discontinue services if accounts are outstanding.

Rates are subject to change with advance notice.

5. Scope of Work

- Our team will complete tasks within the allotted time based on priority and feasibility.
- While we strive for excellence, we do not guarantee completion of all requested tasks within a single visit.
- Additional time or visits may be recommended for larger or ongoing needs.

6. Client Responsibilities

To ensure the best experience:

- Provide clear direction for priority tasks (especially for Express services)
- Ensure a safe and respectful working environment
- Secure pets as needed
- Inform us of any areas requiring special care or attention
- Disclose if there are any cameras or recording devices in use within the home

7. Respect & Privacy

We treat every home with the utmost care and respect.

Our team will never go through personal items such as drawers, closets, or private documents unless explicitly requested.

All client information, including details of the home, is kept strictly confidential.



8. Health & Safety

For the safety of both clients and staff:

We reserve the right to refuse or stop service in unsafe conditions. This includes exposure to harmful substances, hazardous environments, or inappropriate behavior.

9. Satisfaction & Feedback

If something does not feel right, we want to know.

Please notify us within 24 hours of your service, and we will make reasonable efforts to address any concerns.

10. Damages & Liability

While we take great care in every home, accidents can occasionally happen.

Any damages must be reported within 24 hours of the service. We will review and resolve concerns fairly and promptly.

11. Right to Refuse Service

Tomorrow Today Ayr reserves the right to refuse or discontinue service at any time due to safety concerns, inappropriate behavior, or repeated violations of these terms.

12. Agreement

By booking and receiving services, you acknowledge and agree to these Terms of Agreement. We are truly grateful for the trust you place in us and look forward to supporting you in creating a calm, cared-for home.

— Tomorrow Today Ayr