

Welcome!

to The Magic Cleaners

We're so glad you're here. At The Magic Cleaners, our goal is simple: to help you enjoy a clean, comfortable home without the stress or time commitment that cleaning demands. Our professional cleaning teams deliver reliable, detail-focused service designed to make your space feel refreshed, organized, and easy to maintain.

Founded in early 2022, The Magic Cleaners began with a genuine passion for helping people feel comfortable in their homes again. What started as a small, hands-on operation has grown into a trusted cleaning company serving residential and commercial clients across Ontario - built on consistency, care, and attention to detail.

Today, our trained and background-checked cleaning teams follow structured systems to ensure high standards on every visit. We treat each property with respect, work efficiently, and take pride in delivering a professional experience from booking to completion.

This welcome package contains important information about our services, policies, and what to expect from your cleaning experience. If you have any questions at any time, our team is happy to assist you at contact@themagiccleaners.ca.

We look forward to bringing a little extra piece of mind - and a touch of magic - to your space.

Contact Information



1

Business Hours

In the event of an emergency, please be advised that I am available at all times. Our standard hours of operation are from 8:30 am to 6:30 pm. For any inquiries regarding schedules, supply lists, or general information, kindly reach out to us via email at contact@themagiccleaners.ca or text us.

2

Response Time

Our standard response time generally falls within an hour during our operating hours. However, if it's an emergency and you need to contact me directly, I usually respond within 10-30 minutes. Alternatively, our administrative assistant is available and typically responds to inquiries within the business day.

3

Preferred Contact Method

For prompt assistance, kindly contact our administrative assistant via text message. Alternatively, you can also reach them via email at contact@themagiccleaners.ca. In the case of an emergency, please contact me directly at (705) 333-6243.

Don't Forget! We are on Facebook and Instagram
[@TheMagicCleanersInc](#)

Services

The Magic Cleaners provides multiple cleaning packages and options to meet your needs.



Deep Clean Package

If your home has not been professionally cleaned in the last 3 months, or if you are looking for a more thorough and in depth cleaning - this is the package for you. The Deep Clean focuses on areas normally overlooked or cluttered and is geared towards getting those tough stains, dirt and markings out of your house. We recommend this package for homes that may need a little extra elbow grease and a touch of magic.

Basic Clean Package

Okay, so you have things fairly under control, but would like to maintain the cleanliness. No worries. The Basic Clean package is designed for just that and we would recommend a weekly or bi-weekly scheduled cleaning. Highly trafficked areas like the kitchen, bedrooms, bathrooms, living room and hallways are our main focus alongside light dusting to ensure that the clutter stays to a minimum and dirt does not build up.

Airbnb's

Congratulations on turning your property into a very profitable investment. Our Airbnb cleanings cater to not just your home, but your guests' experience as well. Laundry, dishes, replenishment of toiletries and a basic cleaning is all included with turn-key homes. We also update you, the home owner, of any issues through picture and text so that you are assured your property is well taken care of in your absence. No need to cancel appointments or take the day off, we have your back!

Move In/ Move Out Cleanings

The stresses of moving include packing, back and forth travel time, organizing, decluttering, garbage disposal.. the list goes on and on. What isn't on that list is cleaning. We take care of that part for you. Moving cleans are similar to a deep clean except we also remove and dispose of light household garbage. From top to bottom your property will be spotless (appliances included) and if possible, we can help you load items up as well.

Janitorial Cleanings

The Magic Cleaners offers custodial cleanings for small commercial properties like restaurants, offices, recreational centers and property management companies. Give us a call to schedule a free consultation where we visit the property and speak with you one-on-one to determine the best cleaning plan and schedule for your business.

Post-Construction and Post-Renovation

With an ever booming economy and new upgrades being completed for homeowners, we have trained professionals to help you be rid of fine dust, plaster, paint, and saw wood so that your home is clean and ready for move-in day. Please contact us to schedule a walkthrough after completion to formulate a cleaning plan.

What Does Your Cleaning Include?

We offer four distinct pre-made packages tailored to the most popular types of residential cleanings. Here, we will introduce these packages and their corresponding cleaning details.

1. Standard / Maintenance Cleaning Package

Perfect for Ongoing Home Upkeep

Our Standard (Maintenance) Clean is designed for homes that are already lived-in and reasonably maintained. This service focuses on keeping your home consistently clean, fresh, and comfortable – without the need for deep restoration work.

It's ideal for weekly, bi-weekly, or monthly service and helps prevent buildup over time.

Kitchen

- Countertops cleaned and sanitized
- Sink scrubbed and polished
- Appliance exteriors wiped (fridge, stove, dishwasher)
- Microwave interior (light use)
- Cabinet fronts spot cleaned
- Garbage emptied
- Floors vacuumed and mopped

Bathrooms

- Toilet cleaned and disinfected (inside & out)
- Tub/shower cleaned at maintenance level
- Vanity, countertop, and fixtures cleaned and polished
- Mirrors cleaned
- Garbage emptied
- Floors vacuumed and mopped

Bedrooms & Living Areas

- Surfaces dusted and wiped
- Beds made (if linens are left out)
- Mirrors and glass cleaned
- Floors vacuumed or mopped

Throughout the Home

- Dusting of reachable surfaces
- Light switch and door handle wipe-down
- Cobweb removal (reachable areas only)
- Floors fully vacuumed and mopped



2. Deep Clean Package

Ideal for First-Time or Occasional Cleaning

Our Deep / Reset Clean is designed to bring your home back to a fresh, manageable baseline. This service focuses on areas that accumulate buildup over time and prepares your home for ongoing maintenance cleaning.

This is the recommended service for:

- First-time clients
- Homes not cleaned regularly
- Seasonal resets
- Preparing for recurring service

Bedrooms/Dens

Dust, spot clean and polish furniture/ headboard,
Clean inside windows and window sills,
Clean underneath bed/furniture (lifting/moving furniture is at the expense of the owner)
Decluttering/light organizing
Dust ceiling fans/vacuum air vents
Vacuum floors and carpets
Steam clean or mop floors
Dust and wet clean baseboards

Bathrooms/Powder Rooms

Clean sink, mirrors and light fixtures
Clean shower enclosures, tub, tiles and shower glass
Clean behind, inside and around the toilet
Clean inside cupboards and cabinets
Light mold removal
Vacuum air vents, floors and carpets
Steam/ mop floors
Dust and wet clean baseboards and remove garbage

Kitchen

Clean outside cupboards, oven, microwave, dishwasher and fridge
Clean stovetop, countertops, small appliances, backsplash area, sink, and polish fixtures
Clean inside windows/window sills
Vacuum floors/carpet and steam/mop
Dust and wet clean baseboards
Garbage removal

Living and Dining Areas

Dust all surfaces, clean glass picture frames and mirrors
Dust/vacuum furniture
Clean inside windows/window sills
Polish wood and leather furniture
Vacuum floors and carpets, steam/mop floors
Dust and wet clean baseboards
Garbage removal



******Deep / Reset Cleaning requires significantly more time than a Maintenance Clean**

3. Move-In/Move-Out Cleaning

Complete Turnover Cleaning for Empty or Vacant Homes

Our Move-In / Move-Out Clean is a **top-to-bottom, detail-focused service** designed for empty or minimally furnished homes. This service prepares a property for new occupants, final walkthroughs, or handover to landlords or property managers.

This is our **most comprehensive cleaning service** and follows a full Deep Clean checklist with additional focus on interior surfaces and appliance cleaning.

Bedrooms/Dens

- Clean inside windows and window sills,
- Clean underneath bed/furniture (lifting/moving furniture is at the expense of the owner, but please be careful to not scratch flooring)
- Decluttering/light organizing
- Dust ceiling fans/vacuum air vents
- Vacuum floors and carpets
- Steam clean or mop floors
- Dust and wet clean baseboards
- Remove garbage

Bathrooms/Powder Rooms

- Clean inside windows and window sills
- Clean sink, mirrors and light fixtures
- Clean shower enclosures, tub, tiles and shower glass
- Clean behind, inside and around the toilet
- Light mould removal
- Vacuum air vents, floors and carpets
- Steam/ mop floors
- Dust and wet clean baseboards and remove garbage

Kitchen

- Clean inside and outside: cupboards, oven, microwave, dishwasher and fridge. Clean behind the stove and fridge where accessible.
- Clean stovetop, countertops, small appliances, backsplash area, sink, and polish fixtures
- Clean the stove filter found underneath the hood
- Clean inside windows/window sills
- Vacuum floors/carpet and steam/mop
- Dust and wet clean baseboards
- Garbage removal

Living and Dining Areas

- Dust all surfaces, clean glass and mirrors
- Dust/vacuum furniture
- Clean inside windows/window sills
- Polish wood and leather furniture
- Vacuum floors and carpets, steam/mop floors
- Dust and wet clean baseboards
- Garbage removal



*Time to complete cleaning may vary based on size and cleanliness of property.

4. Post-Renovation Cleaning

Specialized Cleaning After Renovations or Construction

Our Post-Renovation / Post-Construction Clean is a specialty service designed to remove construction dust, debris, and residue following renovations, repairs, or new construction. This service focuses on dust control, surface wipe-down, and debris removal to make the space livable and presentable after work has been completed.

Service time may range from several hours to multiple days, depending on:

- Size of the property
- Scope of renovation
- Amount of dust and debris
- Number of completed trades
- This service is priced accordingly and requires specialized equipment and supplies

Bedrooms/Living and Dining Areas/Bathrooms

Removal of dust, plaster, saw wood, and a basic wipe down of surfaces.

Dust and wipe down windows, window sills, window tracks and blinds

Dust and wipe down doors and closets

Remove dust from wooden furniture that has been left uncovered if possible (fabric furniture is not included but you can attempt to vacuum and wipe with wet cloth)

Clean sinks, mirrors, light fixtures, showers, tubs, and toilets

Clean baseboards

Organize and declutter any tradesmen equipment neatly in a corner

Sweep, vacuum, and mop floors until minimal dust

Remove visible paint splashes from floors and other surfaces

Kitchen

Clean outside and behind the appliances (fridge, stove, microwave)

Clean exterior and interior of the cupboards

Dust and clean backsplash, countertops and doors

Remove paint splashes from floors and surfaces

Organize and declutter any tradesmen equipment neatly in a corner or cupboard

Clean baseboards

Sweep, vacuum, and mop floors until minimal dust

NOTE:

We normally spend 8 hours per day on these properties as there should not be any more work needed to be done. You will be notified if it is a full day or a 5-hour work day.



Client Best Practices

How can you help?

To optimize the quality and efficiency of our services, we recommend several tips and tricks tailored to your unique cleaning requirements. Below are some guidelines to help get the ball rolling.



Residential Cleanings

Automatic Reminders

Please note that automated reminders will be sent 24 hours and 1 hour before the scheduled arrival window. While we understand that unexpected events can occur, we kindly request that you provide us with a 24-hour notice in such cases. In the event of a repeat occurrence, a cancellation fee of \$50 will be imposed. If you would like to have specific rooms or areas skipped or added on to your cleaning, feel free to text or email us 24 hours prior to your cleaners' arrival.

Tidying Up

Granted we are coming to clean - we kindly ask to have the area tidied up prior to our arrival (unless otherwise discussed). Excessive clutter tends to be skipped over in order to avoid disturbing potentially vital information or possessions. A tidied area ensures your cleaners do not damage, knock over, or misplace personal items during the clean.

Pet Fee

We share your adoration for pets and consider them part of our extended family. However, we kindly request that you keep your furry companions in a safe and isolated area before and during our cleaning service. This approach safeguards your property's cleanliness while ensuring your beloved furry, or scaly, family member is not at risk of harm. It's essential to note that animal bodily excrements carry a potential biohazard and could contaminate other clients' properties. Consequently, we levy a \$100 pet fee if we are required to clean up urine, feces, or vomit on your property.

Airbnb

Please communicate new reservations in a timely manner - during peak season, our turn over days are scheduled to efficiently turn over multiple properties. Providing adequate notice will ensure that our team is prepared to have the unit presentable for your guests' arrival. We need every minute to guarantee your guests walk in to a fresh, sanitary property every time, so it is within everyone's best interest to refrain from promising or offering "early check-in times" or "late check-out times".

Move-In/ Move-Out

Hot water and Electricity is required for all move-in/out services. Cleaning must be scheduled at least one week prior to the tenant/new owner moving in and all renovations or building must be completed and cleaned up after, otherwise it will be considered a Post-Construction/Post-Renovation clean. Large furniture items and personal belongings must be removed prior to scheduled cleaning date unless otherwise discussed.

Client Best Practices

How can you help?

To optimize the quality and efficiency of our services, we recommend several tips and tricks tailored to your unique cleaning requirements. Below are some guidelines to help get the ball rolling.



Commercial & Post-Construction/Renovation Cleanings

Janitorial Cleanings

Designating a locked room or area exclusively for cleaning supplies and equipment would significantly enhance our cleaning efficiency. Additionally, granting us access to the property after working hours via a set of keys or code would facilitate timely completion of our work. For restaurants, please ensure chairs are put up on tables or off the floors prior to our arrival.

Post-Construction/ Renovation

When concluding a new construction or renovation project, cleaning should be the final step. For safety purposes, areas with exposed wiring, incomplete construction, open air vents, and light switch coverings will not be cleaned. It's crucial to ensure that no tradespeople are present during or after the cleaning, as it won't ensure the property's cleanliness. It's imperative to stress the significance of scheduling cleaners to come in only after the project is fully completed.

Things To Consider

Occasionally, unforeseen circumstances may arise during the cleaning process, and we are well-equipped to handle such situations. We encourage you to be prepared as well. In the event that any of the occurrences listed below arise during our services, we will promptly communicate via call or text to develop an appropriate plan of action moving forward.

Pest infestations are a common occurrence that can affect your home or property. In the event of bed bugs, ticks, mice or rats, and cockroaches, our cleaners retain the right to refuse to complete the cleaning unless the issue is resolved. We understand that pest problems can be unavoidable, but please ensure you inform us beforehand to prevent any inconvenience. Failure to do so may result in a non-refundable charge of \$100 to ensure that our cleaners are adequately treated and protected from the pests.

We respectfully ask that you thoroughly review any quotes or invoices sent to you to prevent potential confusion. Additionally, we have emailed a PDF containing our Terms and Conditions for your reference.

Frequently Asked Questions



What if you can't make it?

At our company, our top priority is reliability and dependability, as evidenced by our sterling reputation. Throughout our entire existence, we have never missed a single appointment. In the rare instance where we might need to reschedule, we guarantee to provide a minimum of 48 hours' notice. For turnover properties, we always maintain a ready team to ensure that we can handle any additional properties in case a team member is unavailable on scheduled turnover days. It's our assurance that we will never miss a scheduled cleaning.

Do I need a Deep Clean?

We strongly suggest a Deep Clean for first-time customers or those who haven't availed professional cleaning services in recent months. It serves as a baseline for us to upkeep the deep clean, reducing the frequency of such intense cleaning sessions over time.

Are there any services you do not offer?

Although we provide a comprehensive suite of residential cleaning services, we regret to inform you that we do not offer services related to resurfacing, waxing, or refinishing floors, cleaning exterior windows, heavy-duty mold removal, pet waste, unclogging pipes/drains, and eliminating insect or rodent infestations. In such instances, we will notify you promptly and recommend alternative professional services to help you address these concerns.

Is The Magic Cleaners insured?

Certainly! To obtain proof of insurance, kindly send us an email to contact@themagiccleaners.ca, and we'll promptly respond with the required documentation.

Do I need to be home during the cleaning?

Absolutely not! It's entirely up to you whether you'd like to be present during your appointment. If you'd prefer, you can entrust us with a key or entry code, and we can take care of everything. We will notify you via text or invoice once the work is completed.

Discounts

Weekly Clients



Bi-weekly Clients



Monthly Clients



When you refer a friend to us
through your Client Hub!