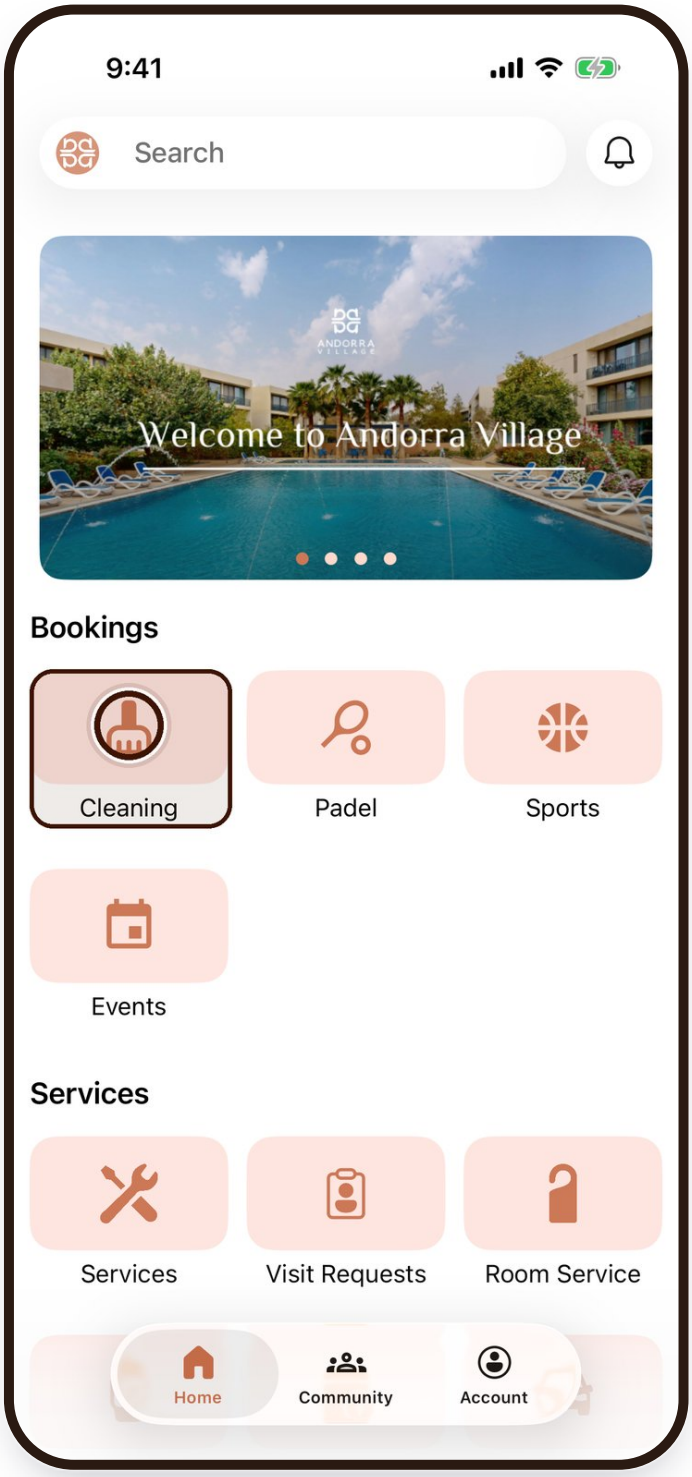
ANDORRA VILLAGE

HOW-TO GUIDE

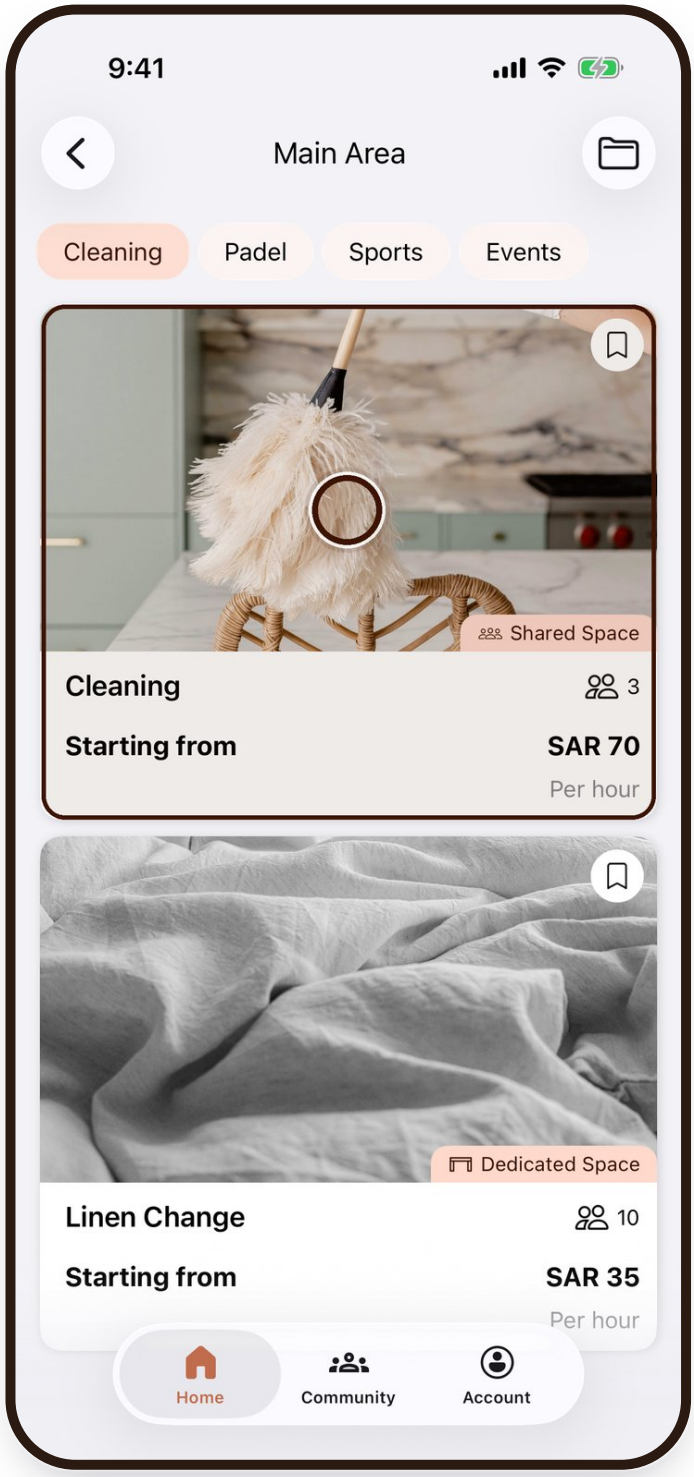
Book a cleaning

Have your home cleaned by the Andorra Village team. Choose whether you'll be in, how many cleaners you need, and a time that suits you.



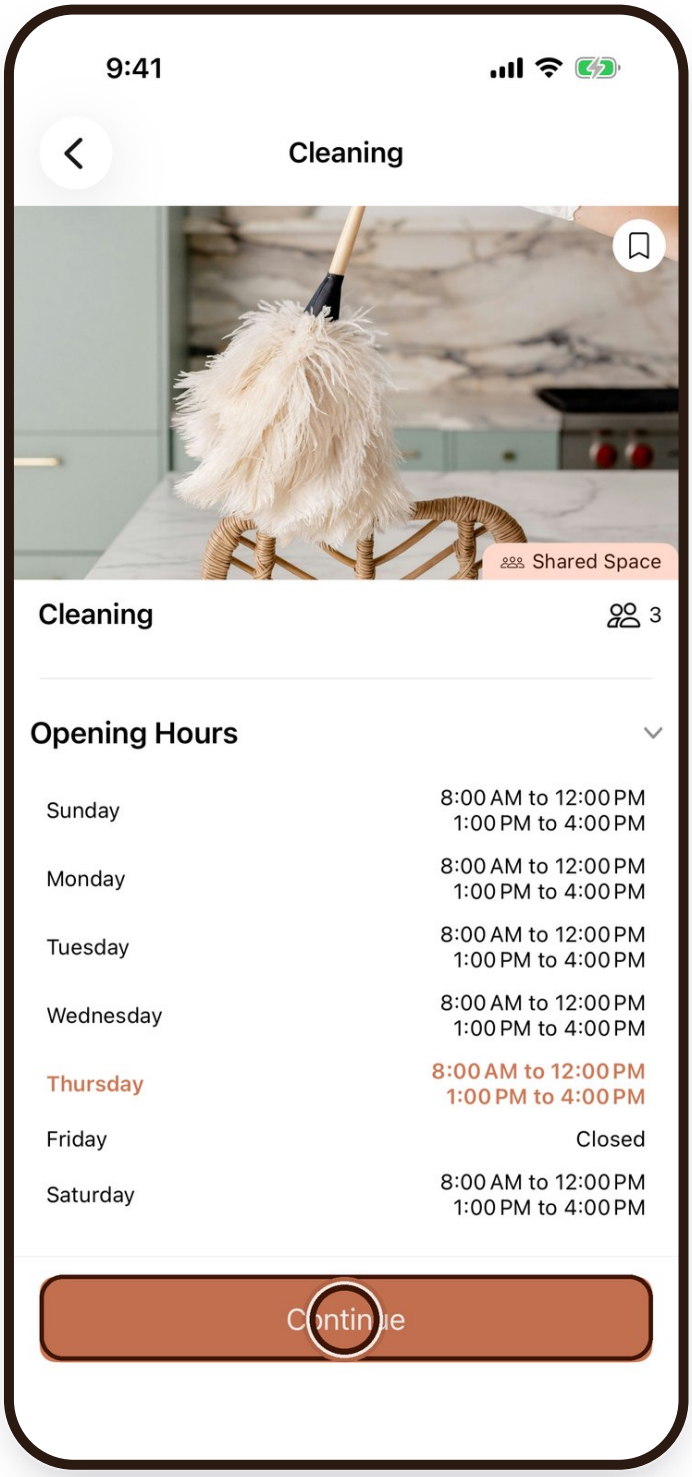
HOME

On the home screen, tap Cleaning under Bookings.



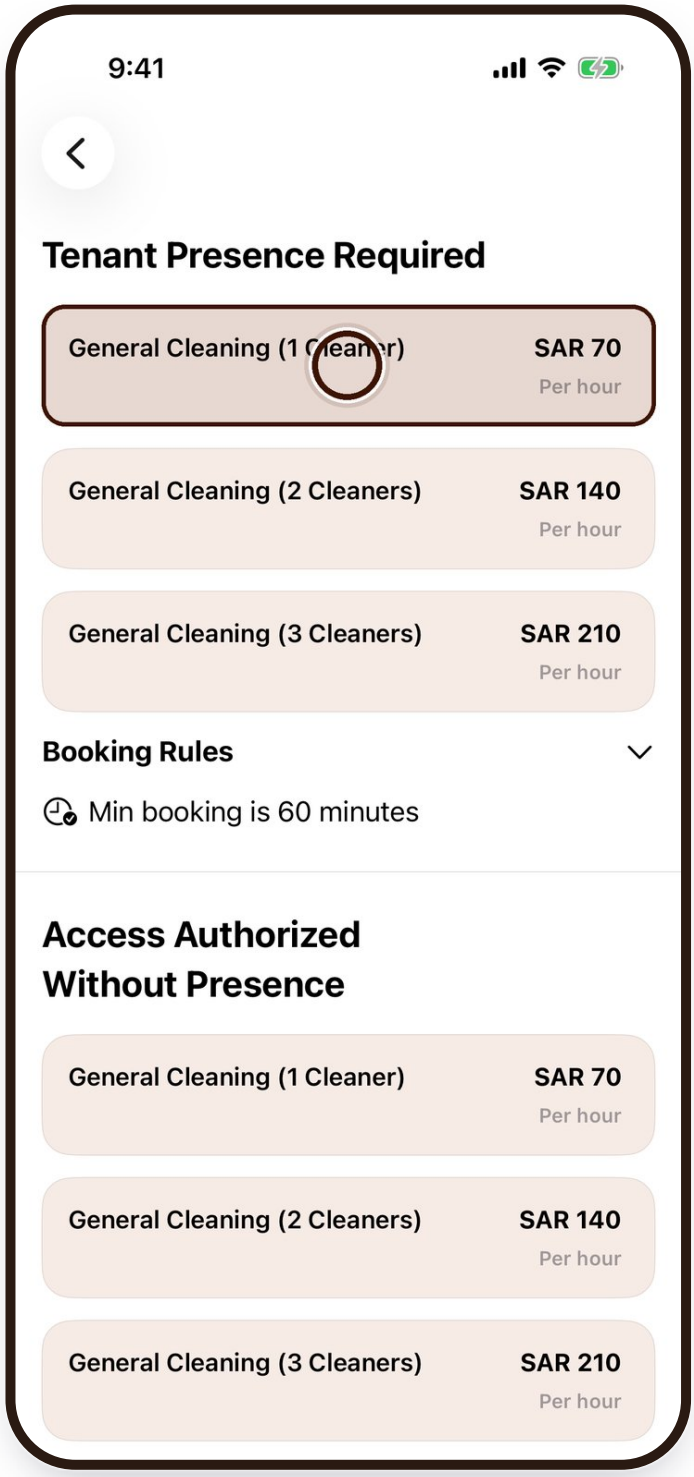
CHOOSE A SERVICE

Tap Cleaning. Linen Change can be booked from the same list.



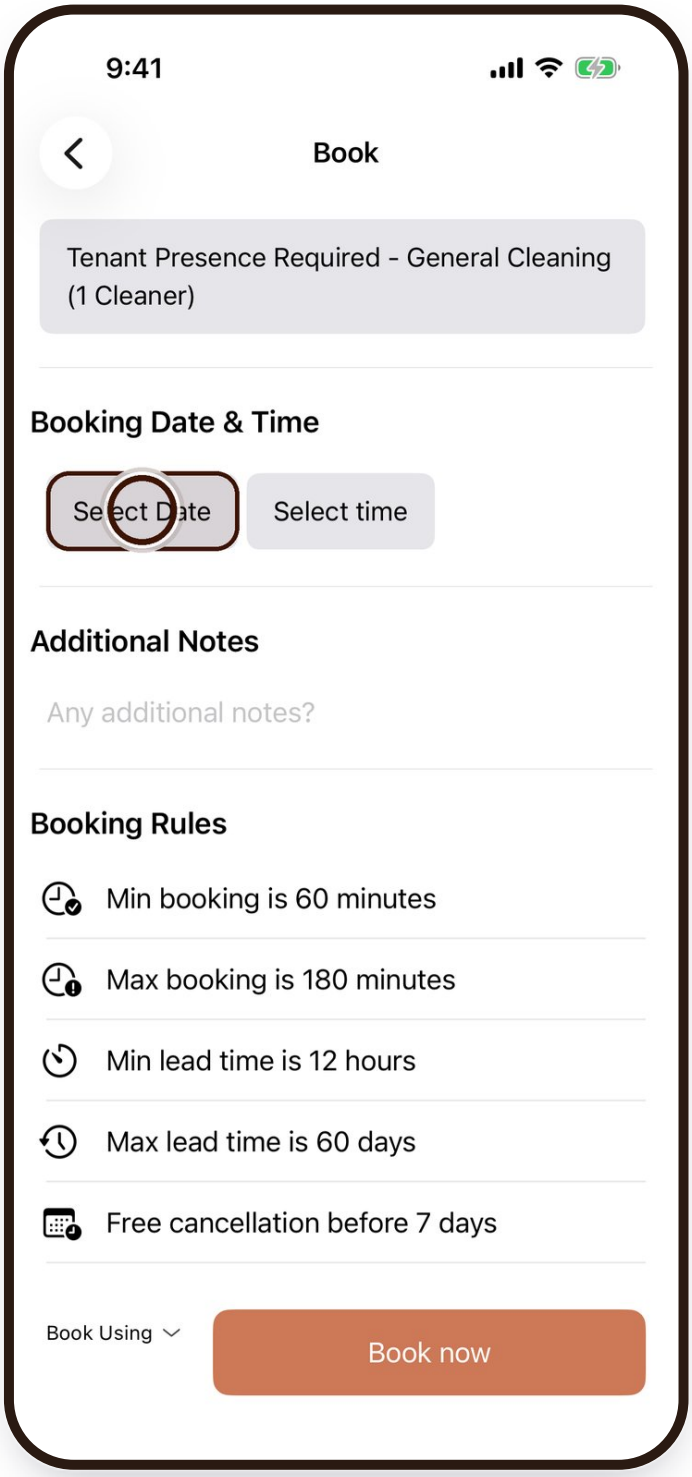
OPENING HOURS

Check the **opening hours**, then tap **Continue**.



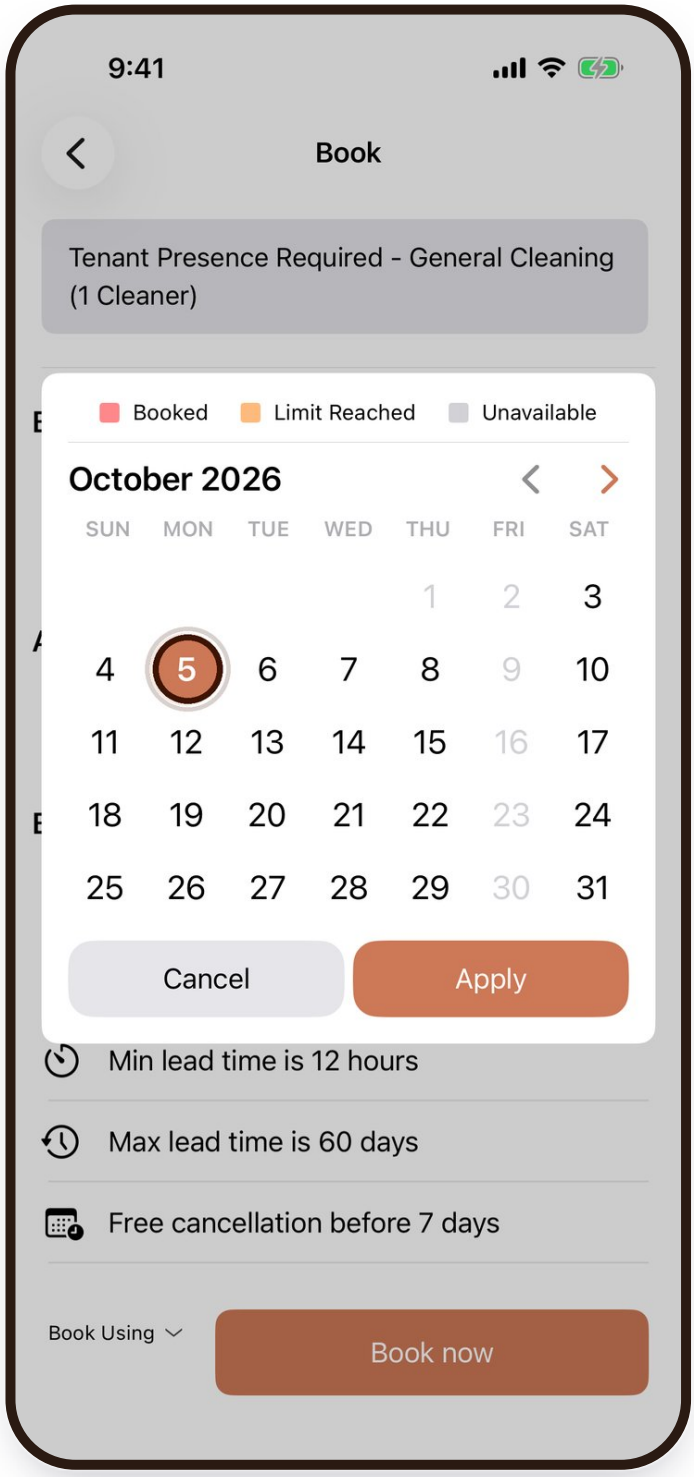
CHOOSE AN OPTION

Under **Tenant Presence Required** you'll be home. Under **Access Authorized Without Presence** the team can come in while you're out. Pick how many cleaners you need. Prices are per hour.



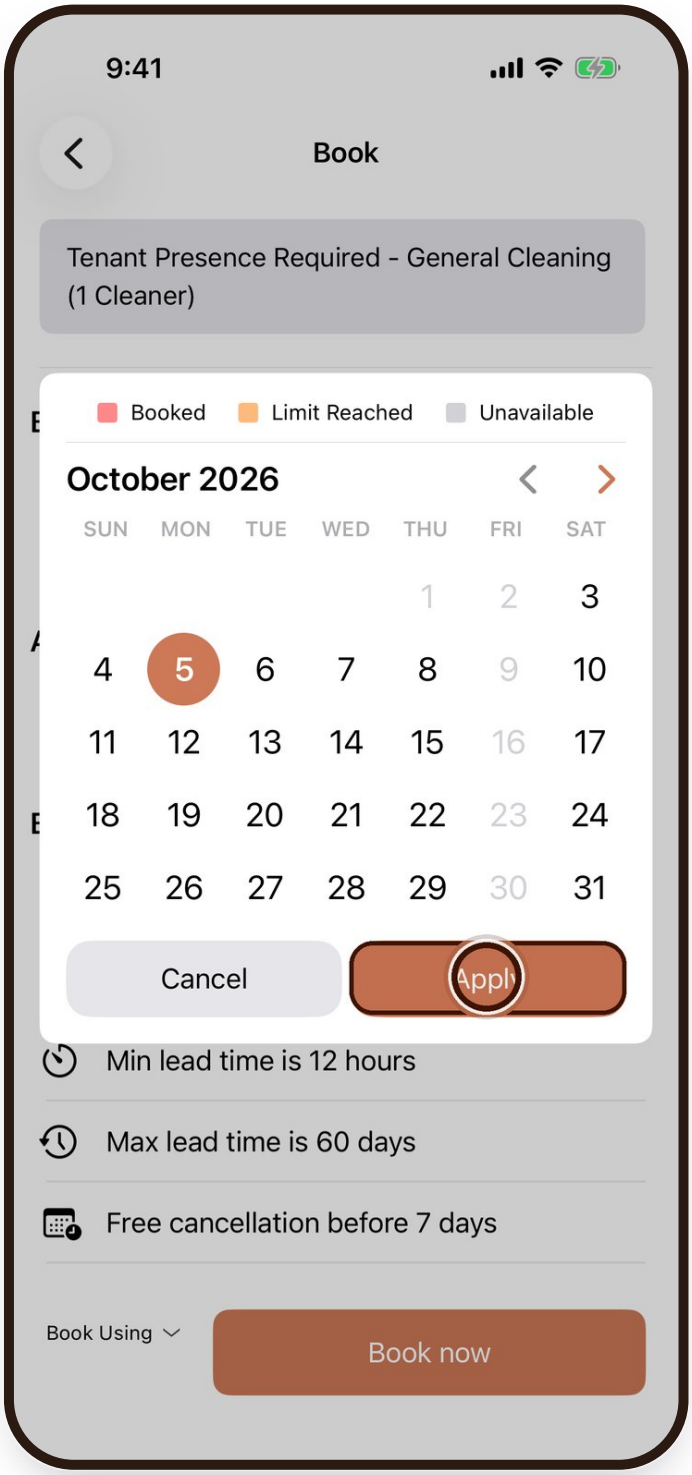
DATE

Under Booking Date & Time, tap Select Date.



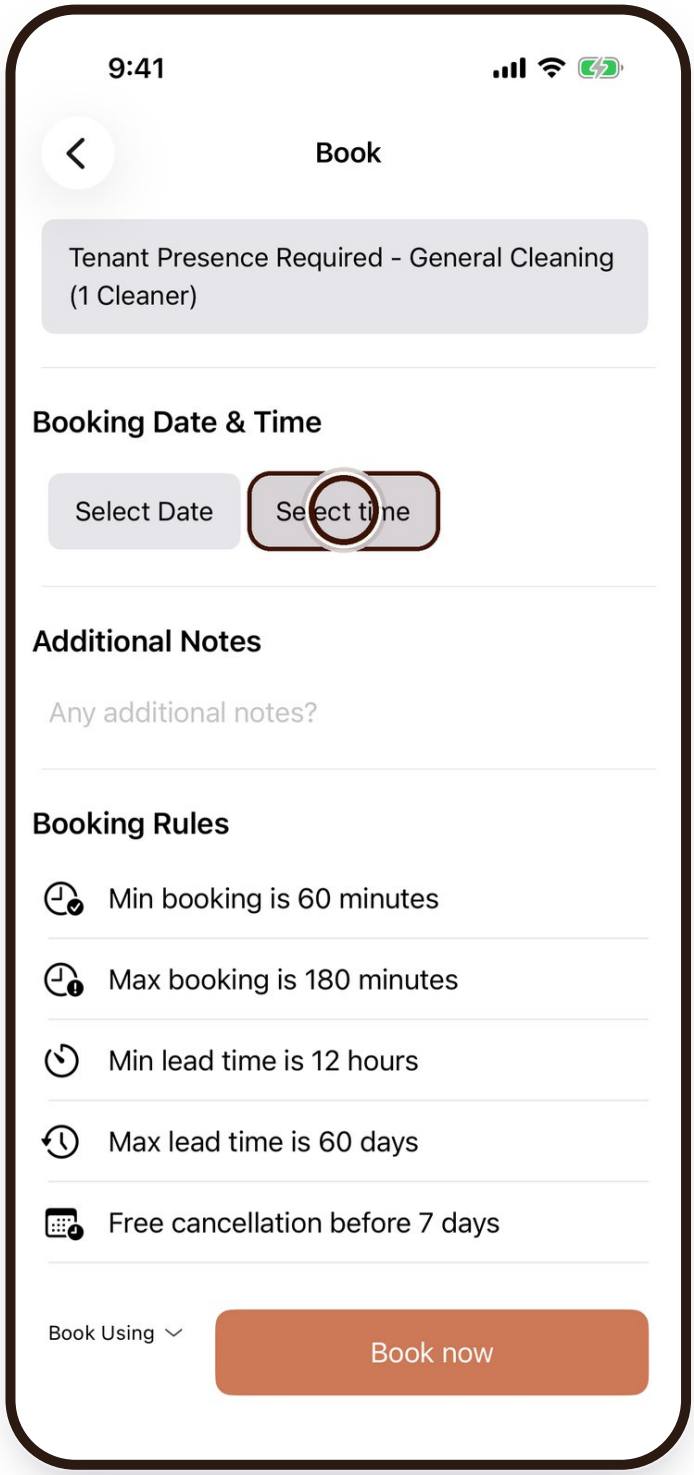
PICK A DAY

Choose a day. Greyed-out days aren't available.



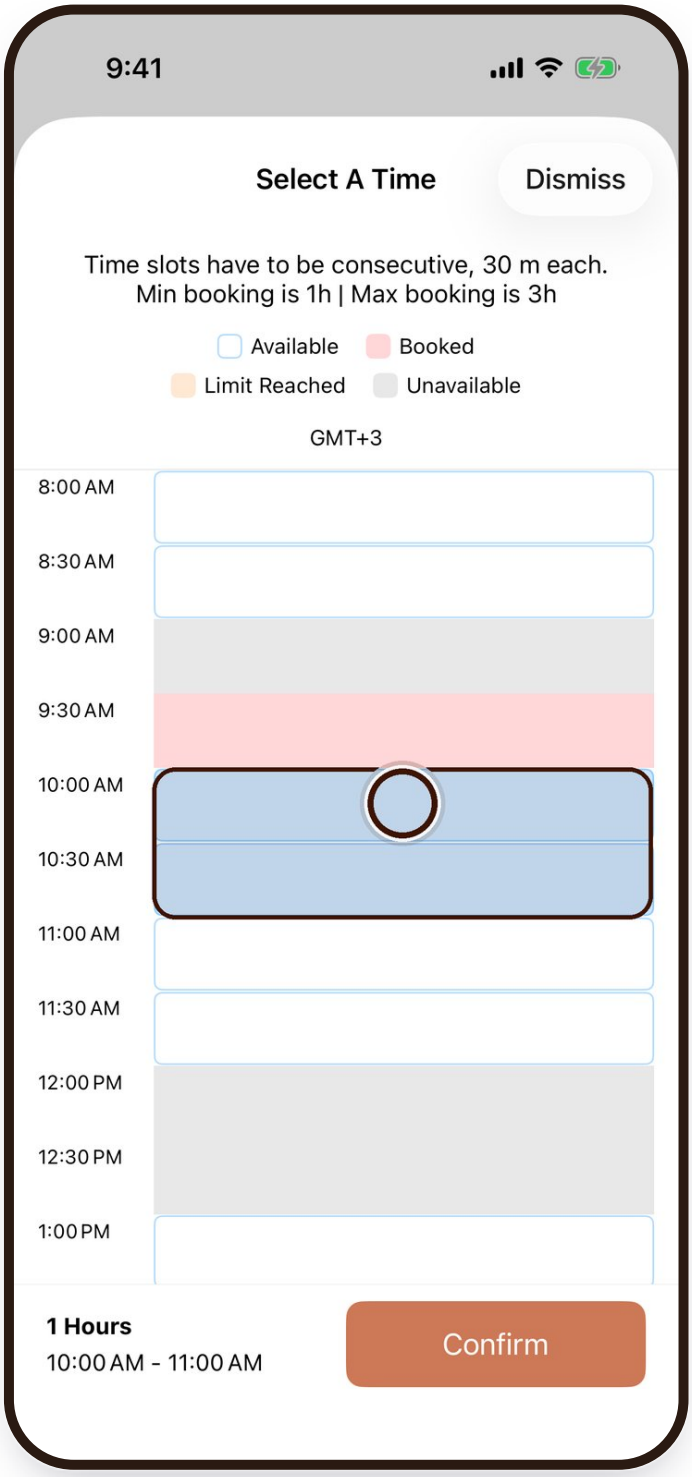
APPLY

Tap Apply.



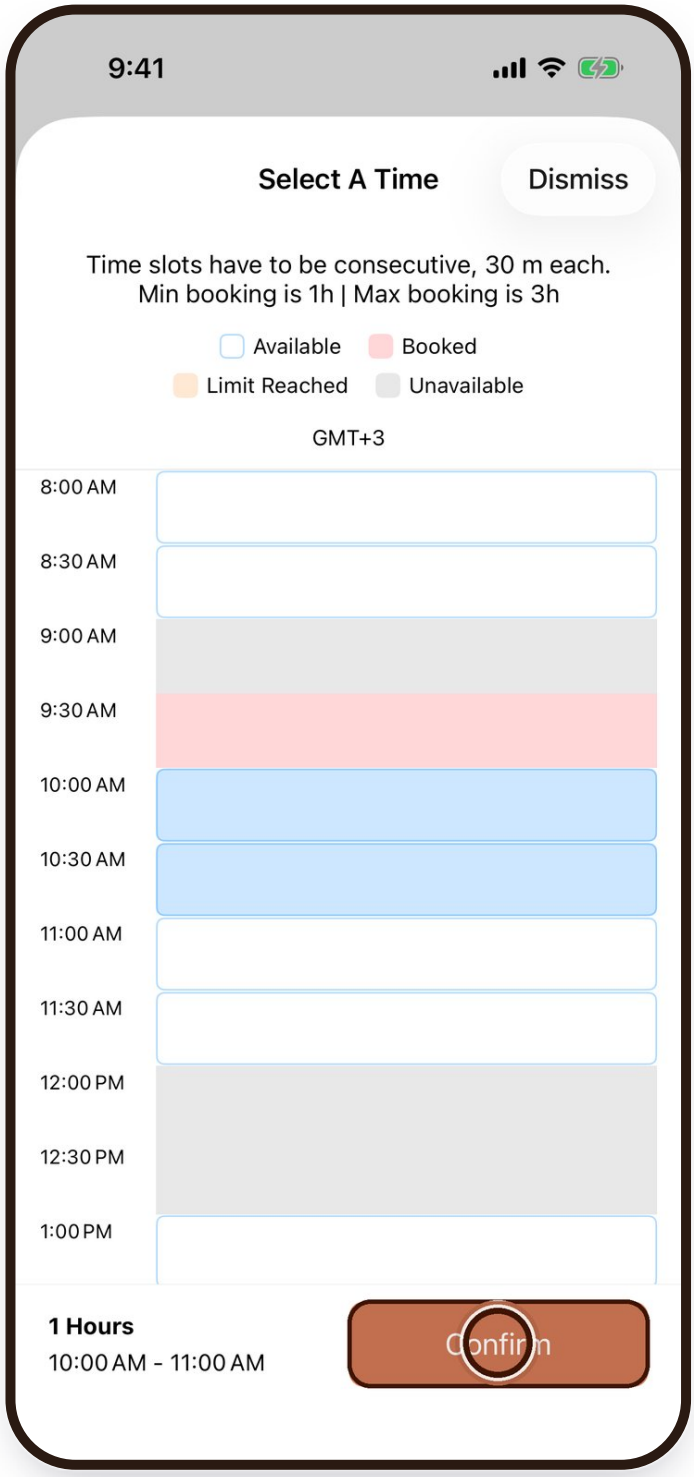
TIME

Next, tap Select time.



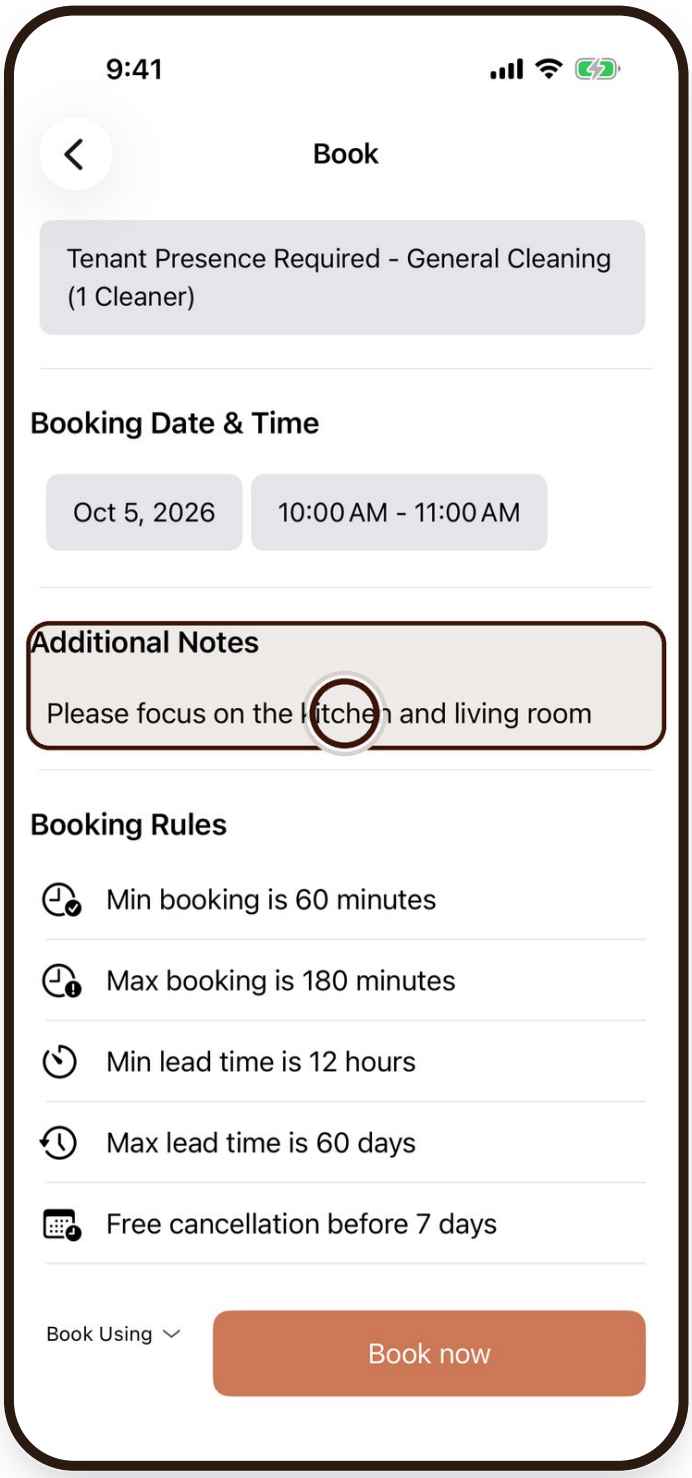
PICK A SLOT

Tap a free slot. Slots are 30 minutes, and a cleaning lasts 1 to 3 hours.



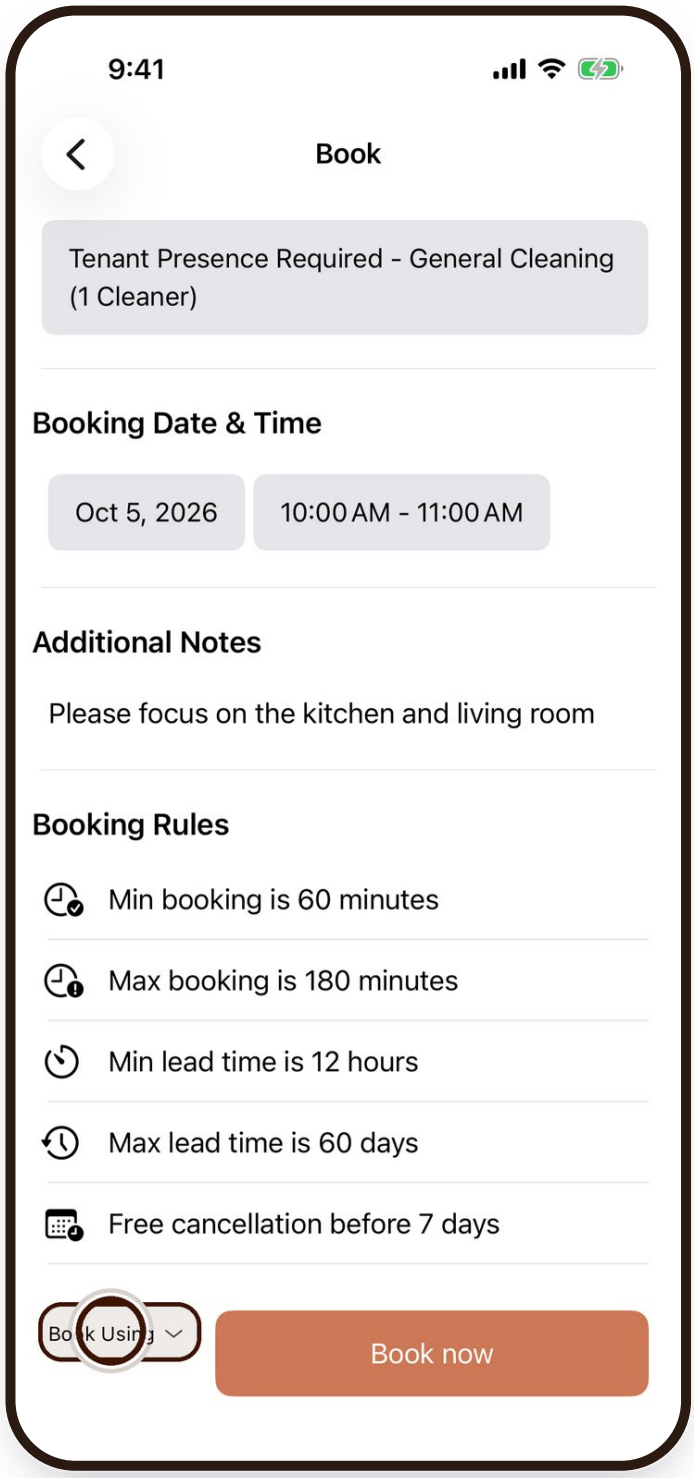
CONFIRM TIME

Check the duration at the bottom, then tap Confirm.



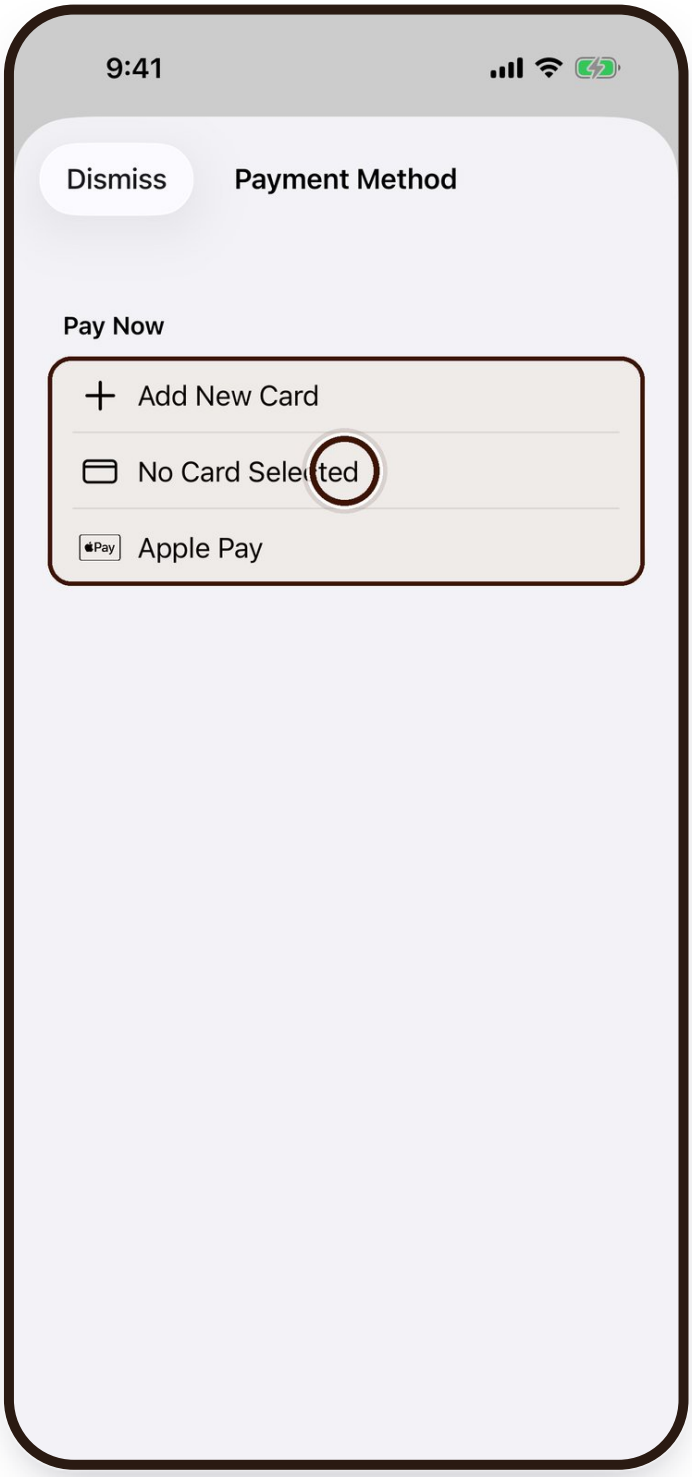
NOTES

Optional: add a note for the team, such as which rooms to focus on.



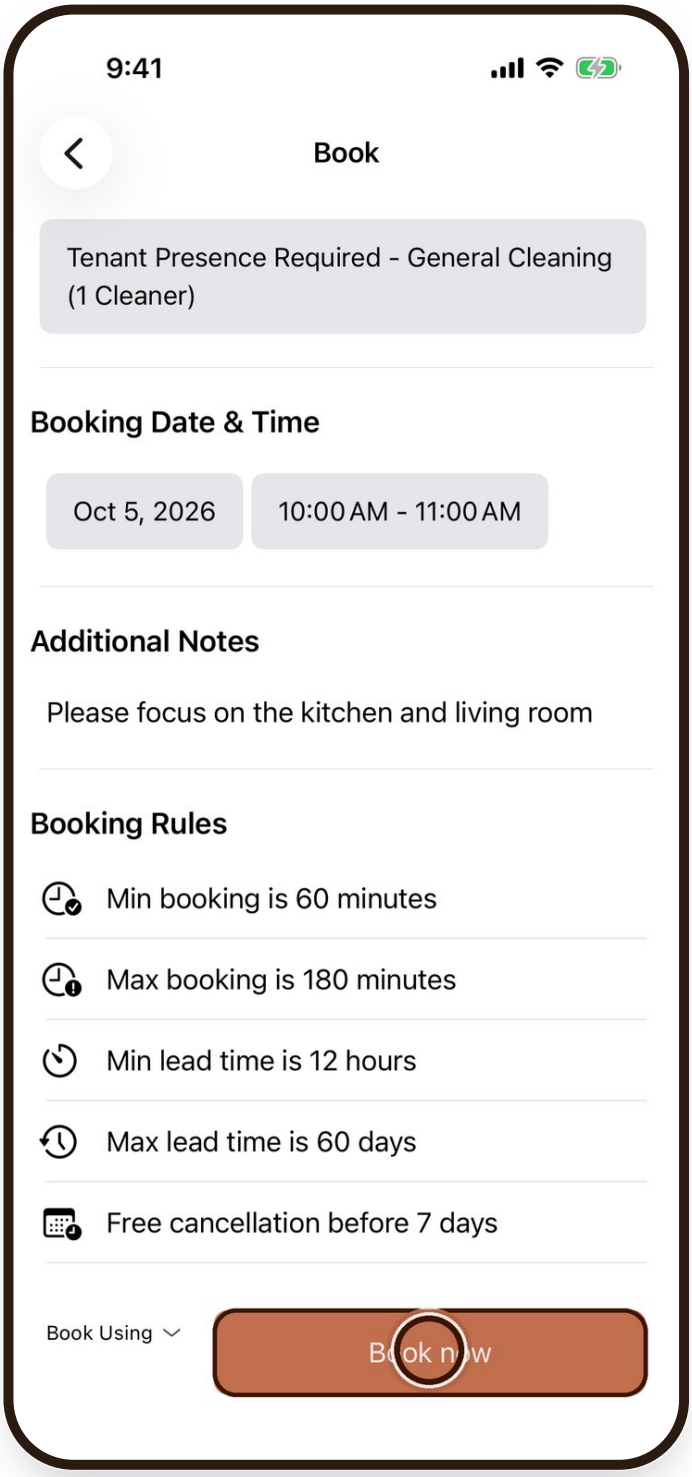
PAYMENT

Tap Book Using to choose how to pay.



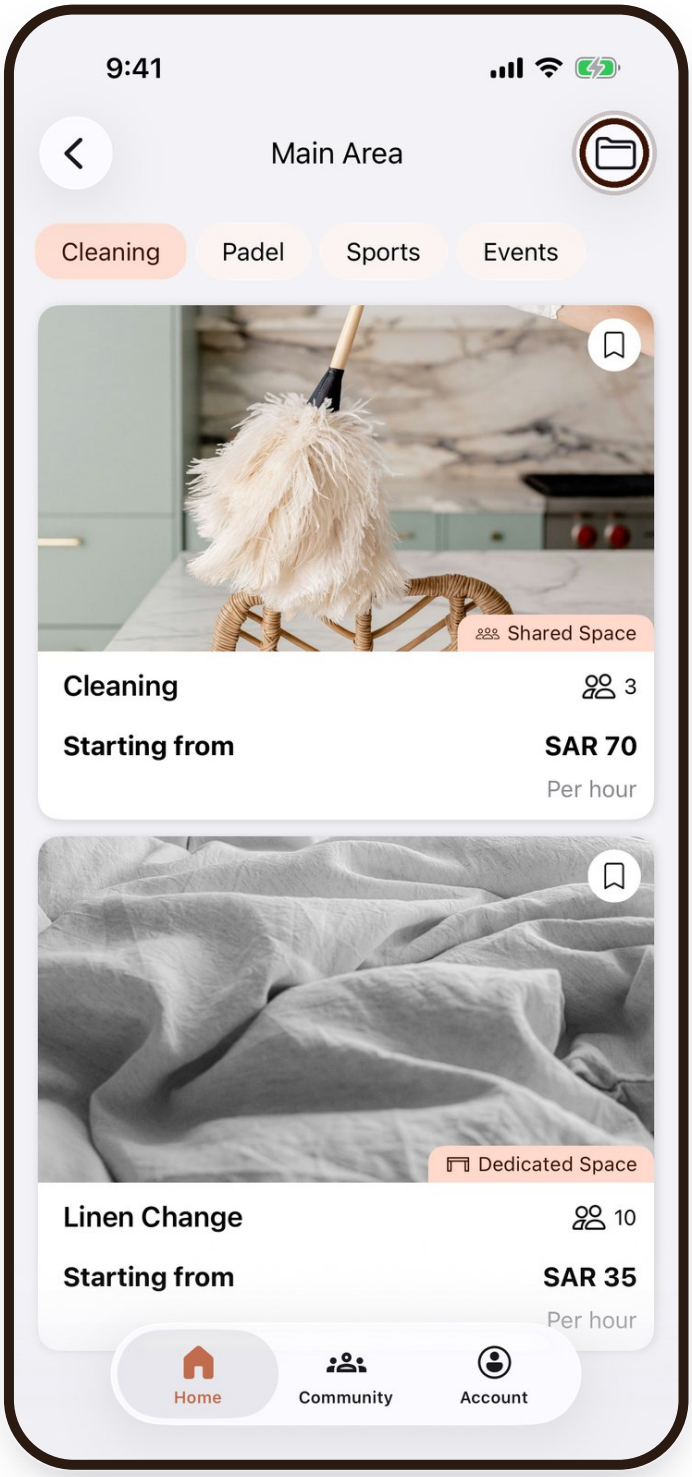
PAY WITH

Pick a saved card, add a new card or use Apple Pay.



BOOK

Check the booking rules, then tap Book now. Done!



MY BOOKINGS

To see or manage your bookings, tap the folder icon at the top right.

Your cleaning is booked

Your booking appears under **My Bookings**, and the team will see your notes.

Book ahead. Cleanings need to be booked at least 12 hours in advance.

Not home? Choose an Access Authorized option so the team can come in without you.

Change of plans? Cancel for free up to 7 days before.