



Terms And Conditions

Residential Cleaning Services

By scheduling a one time or recurring service with Hazel's Janitorial & Cleaning Services , you are agreeing to the following terms and conditions and providing authorization to our services.

Hazel's Janitorial & Cleaning Services Promises to Provide Quality Service by:

- Providing a professional cleaning service that is licensed.
- 100% Satisfaction Guarantee – If you are dissatisfied with a portion of your cleaning, let us know within 24 hours and I will go back to your home to redo only the area you're dissatisfied with. I am not able to offer refunds or discounts.

In Order to Provide You with the Best Possible Service:

Please... *Make your home accessible.*

- By providing a unique door code or lockbox code. A fee will be charged if we are unable to access your home. (see lockout policy below)
- Turn off alarm systems. If you choose to leave the alarm armed, we are always diligent and careful to disarm and rearm the alarm according to your instructions. However, we will not be held responsible for false alarms or misuse of the alarm system, including charges from a local police department or security company or other charges related to an activated alarm. No exceptions.

- Additionally, you agree to hold harmless and/or release from liability Hazel's Janitorial & Cleaning Services from any and all liability relating to any failure of the alarm or not arming the alarm properly.
- Allow for full access to the home. I perform my work in a specific order to ensure efficiency and thoroughness. If you need to direct me to clean certain areas first or to clean in a different order, this adds additional time to your cleaning. We are happy to offer this service if needed, but you must call ahead of your cleaning so we can schedule the additional time. Any additional time will be charged at our current hourly rate.

Have your home picked up and ready to be cleaned.

- Hourly charges may be incurred if cleaning requires more time if your home is not ready to be cleaned or if a job is underestimated due to the condition of the home.
- We are not equipped to clean bug infestations, bodily fluids, or extensive grease or fire damage. If I don't feel safe in a home or environment I would leave.
- PLEASE NOTE: If i'm not able to clean the entire space due to the conditions, you will still be responsible for the full cost of the cleaning.

RESCHEDULING, CANCELLATION AND LOCKOUT POLICY

- We require at least 48 hour notice for reschedules or cancellations.
- If you schedule a service appointment, then cancel it without 48hr notice or fail to be present at the designated time, the Client agrees to pay a rescheduling fee of \$50.00 dollars of loss. This charge will be without exceptions. Timely notice enables me to schedule another home in your place.
- Exceptions may be made for emergencies and/or illnesses. Frequent cancellations more than 2 even for emergency or illness, may still be charged

the cancellation fee which is \$50.00 dollars . Hazel's Janitorial & Cleaning Services reserves the right to make these determinations at any time.

- Our cleaning hours are from 8:30am to 5:30pm. Monday- Friday (if weekends needed only by appointment and need to call in advance)-Note: hourly Rate may differ on weekends. My limit is 4 hrs. (example if we schedule for 4 hrs and I finish my job in 3 hrs I still charge for the 4 hrs). If for any circumstance I'm *SENT AWAY* or *LOCKED OUT* from your home between these hours, there will still be the agreed hours & hourly rate charge plus the cancellation fee which is \$50.00 dollars more of your typical cleaning rate. I will make every effort to work within the time frame you requested, but ask not to be sent away during my working hours.
- If Hazel's Janitorial & Cleaning Services need to make schedule changes due to holidays or extreme weather conditions, we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

BREAKAGE AND DAMAGE POLICY

If asked to dust/clean inside of china cabinets or hutches, wash dishes, clean small computer equipment, antiques or collections, or to use your equipment (vacuum, etc), you agree to hold harmless and/or release from liability Hazel's Janitorial & Cleaning Services, of any damage or breakage to any article or component.

- We will make every effort not to break items, but accidents do happen. I would prefer to avoid cleaning irreplaceable or sentimental valuable items.
- If I get to the Residential and I notice any damage that is visible to me and it's in my way of cleaning I will take pictures and notify the client.
- Hazel's Janitorial & Cleaning Services, cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

Other Information

- To meet your needs and to ensure your satisfaction, Hazel's Janitorial & Cleaning Services reserves the option to reevaluate rates at any time.
- If you request changes to your service after receiving your original estimate, additional charges may be billed or a new estimate may be required.
- Due to exposed liability, we cannot care for pets, plants, or children.

Payment Options and Policies

- (CASH is accepted only one time service), CHECK, BANK TRANSFERS are acceptable forms of payment.
- A \$45 service charge will be added to all **not sufficient funds** checks. If a check is not received on the day of the cleaning or the agreed date there will be an extra charge of \$45 . **NO EXCEPTIONS**
- In accordance with the client, Hazel's Janitorial & Cleaning Services will receive the payment of All initial and one-time cleanings at the date/day agreed between both.

PICTURES OF BEFORE AND AFTER WORK: We take before and after photos of our work. These pictures are used for training, proof of performance as well as promotion. See our website before and after for examples. If you do not want pictures taken of work areas in your home please notify us when you schedule your cleaning.

Acceptance of Terms: By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Hazel's Janitorial & Cleaning Services to do the work as specified on the estimate. You release Hazel's Janitorial & Cleaning Services from property damage.

Hazel's Janitorial & Cleaning Services

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