



# CLEANING TAKEOVER'S

## CHECKLIST

### ENTIRE HOME

#### WIPE/DISINFECT/STEAM:

- All surfaces
- Ceiling fans
- Light fixtures
- Heaters
- Vents
- Baseboards
- Doors
- Door handles
- Door trims
- High-touch areas
- Light switches
- Outlets
- Windows
- Window sills
- Window tracks
- Outside of furniture
- Inside furniture
- Under furniture
- Counters
- Mirrors
- Picture Frames
- Inside trash cans
- Outside of trash cans
- All staircase components
- Small items/decorations
- Electronics (TV, remote, gaming consoles)
- Fluff Sofas and cushions
- Wainscoting

#### VACUUM:

- Hard floors
- Furniture
- Under furniture
- Carpets

#### MOP/DISINFECT/STEAM:

- Hard floors
- Under furniture
- Carpets

### KITCHEN/DINING

#### WIPE/DISINFECT/STEAM:

- Inside cabinets
- Outside cabinets
- Inside pantry
- Outside pantry
- Counter tops
- Back-splash
- Sink
- Faucet and handles
- Inside of drawers
- Outside of drawers
- Inside range
- Outside range
- Inside stove
- Outside stove
- Inside fridge
- Outside fridge
- Inside oven
- Outside oven
- Inside dishwasher
- Outside dishwasher
- Inside microwave
- Outside microwave
- Table-top appliances
- Inside furniture
- Outside furniture

### BATHROOMS

#### WIPE/DISINFECT/STEAM:

- Shower(s)
- Shower glass
- Shower-head(s)
- Bathtub
- Tiles
- Faucets
- Handles
- Mirrors
- Paintings
- Toilet(s)
- Bidet(s)
- Vanity
- Counter tops
- Inside cabinets
- Outside cabinets
- Inside drawers
- Outside drawers

### BEDROOMS

#### WIPE/DISINFECT/STEAM:

- Outside furniture
- Under furniture
- Under the bed
- Inside closets
- Inside drawers
- Lamps, decor, make beds

### LAUNDRY ROOM

#### WIPE/DISINFECT/STEAM:

- Wash clothing
- Dry linen
- Fold laundry
- Dry clothing
- Appliances (In)
- Sort laundry
- Wash linen
- Appliances (Out)
- Store laundry

### ADD-ON SERVICES

- Packing
- De-Cluttering
- Pet Sitting
- Steam Cleaning
- Decorating
- Garage Interior
- Tile & Grout
- Shampoo Carpets
- Organization
- Furniture Assembly



# CLEANING TAKEOVER'S SERVICE AGREEMENT

OUR POLICY AND PRICES REFLECT THE QUALITY OF SERVICE WE INTEND TO PROVIDE AND ARE SUBJECT TO CHANGE.

- WE WILL NOT PROVIDE SERVICE IF OUR MANDATORY GUIDELINES ARE NOT FOLLOWED BY OUR SITE USERS AND CLIENTS.
- WE MUST BE NOTIFIED OF ANY ILLNESSES, FEVER, COLD, FLU OR COVID-19 RELATED SYMPTOMS THAT ARE PRESENT IN THE HOME PRIOR TO OUR ARRIVAL, PREFERABLY 48 HOURS IN ADVANCE.
- THE HOME/UNIT MUST BE VACANT DURING SERVICE. OTHERWISE, DWELLERS MUST BE SECURED IN A CLOSED ROOM THAT WILL NOT BE SERVICED.
- DISRESPECTFUL, DISHONEST OR ABUSIVE LANGUAGE OR BEHAVIOR TOWARD OUR STAFF, CONTRACTORS OR CLIENTS IS PROHIBITED AND MAY RESULT IN IMMEDIATE SERVICE REFUSAL OR TERMINATION WITHOUT REFUND.
- CLIENTS MUST FULLY UNDERSTAND OUR SERVICES, POLICIES, AND RESTRICTIONS BEFORE MAKING THEIR FIRST BOOKING.
- THE COST OF SERVICE INCREASES IF THERE ARE CLEAR SIGNS OF NEGLECT; EXTREME CLUTTER AND/OR STUCK ON FOOD, DUST AND GRIME, GARBAGE/FOOD OUTSIDE OF BINS, PESTS, BLOOD, BILE, FECAL MATTER OR DRUG PARAPHERNALIA DISCOVERED. WE RESERVE THE RIGHT TO REFUSE SERVICE IN EXTREME AND HAZARDOUS CIRCUMSTANCES.
- CABINET INTERIORS MUST BE EMPTY TO BE CLEANED.
- A REQUEST FOR GARAGE CLEANING/MAINTENANCE MUST BE MADE PRIOR TO YOUR SCHEDULED CLEANING AND IS NOT INCLUDED IN OUR STANDARD ESTIMATES.
- IF THE CLIENT DISHONORS THEIR SERVICE AGREEMENT WITH CLEANING TAKEOVER, THE CLIENT FORFEITS ALL APPLIED DISCOUNT(S) AND MUST PAY THE FULL PRICE PLUS 15% OF ALL SERVICES DELIVERED FROM THE DATE THE SERVICE AGREEMENT WAS SIGNED TO THE DATE IT IS DISHONORED.
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- PAYMENT FOR SERVICE CAN BE MADE BY E-TRANSFER, PAYPAL, OR CASH UPON COMPLETION OF SERVICE. IF YOU DO CHOOSE TO LEAVE A TIP, PLEASE MAKE IT CLEAR THAT IS YOUR INTENTION BY ADDRESSING IT TO WHICH YOU WISH TO RECEIVE IT. OTHERWISE, IT IS HIGHLY ADVISED NOT TO LEAVE ANY VALUABLES, CASH, OR SENSITIVE ITEMS WHERE THEY CAN BE EASILY ACCESSED.
- PLEASE MAKE SURE THAT WE CAN ENTER YOUR HOME, EITHER BY PROVIDING US WITH A KEY, A CODE, OR HAVING SOMEONE UNLOCK THE DOOR FOR US. IF WE CANNOT GAIN ACCESS TO YOUR SPACE TO CLEAN ON THE DAY OF SERVICE, YOU WILL LOSE YOUR DEPOSIT.
- THE CLIENT AGREES TO PAY THE FULL BALANCE AT THE TIME OF SERVICE. AN ADDITIONAL \$15 HANDLING FEE WILL APPLY IF PAYMENT IS NOT RECEIVED BY THE TIME THE SERVICE HAS BEEN COMPLETED.
- PLEASE BE ADVISED THAT WE LIMIT OUR LIABILITY FOR DAMAGE TO THE COST OF YOUR CLEANING. WE ASSUME NO LIABILITY FOR DAMAGE OR LOSS OF ITEMS THAT ARE NOT SECURED PROPERLY OR THAT WERE DAMAGED PRIOR TO OUR CLEANING. (FOR EXAMPLE: HEAVY PICTURES HANGING FROM THUMBTRACKS, ANY TYPE OF FLOATING SHELVES, ETC.) CURIO OR NICK-KNACK ITEMS OF EXTREME VALUE, (MONETARY OR SENTIMENTAL) SHOULD BE STORED IN A CASE BEHIND GLASS OR DUSTED & CLEANED BY THE OWNER. IF WE ARE SPECIFICALLY REQUESTED TO CLEAN INSIDE OF A HUTCH/CHINA CABINET, DUST ANY COMPUTER EQUIPMENT OR WASH DISHES, THE CLIENT AGREES NOT TO HOLD CLEANING TAKEOVER OR ANY OF ITS CLEANERS RESPONSIBLE FOR DAMAGE TO ANY ARTICLE OR COMPONENT.
- CLEANING TAKEOVER IS NOT RESPONSIBLE FOR DAMAGE DUE TO FAULTY AND/OR IMPROPER INSTALLATION OF ANY ITEM. ALL SURFACES (I.E., MARBLE, GRANITE, ETC.) ARE ASSUMED SEALED AND READY TO CLEAN WITHOUT CAUSING HARM.
- IT IS NOT OUR INTENTION TO BREAK OR DAMAGE ANY PROPERTY YOU OWN, BUT IF LOSS OCCURS, WE WILL FIRST ATTEMPT TO REPLACE THE ITEM. WE MUST BE NOTIFIED WITHIN 24 HOURS OF SERVICE IF DAMAGE IS DISCOVERED. WITH THAT SAID, WE EXPECT TO RECEIVE CLEAR INSTRUCTIONS FOR THE CARING OF SENSITIVE ITEMS INCLUDING YOUR CLOTHING AND PETS. WE CANNOT BE HELD RESPONSIBLE FOR UNCLEAR AND IMPRECISE INSTRUCTIONS.



# CLEANING TAKEOVER'S SERVICE AGREEMENT

- YOUR PETS ARE A PART OF THE FAMILY SO FOR THEIR SAFETY AS WELL AS OURS, PLEASE KEEP THEM IN A SAFE AREA OF THE HOME AND LET US KNOW HOW THEY SHOULD BE HANDLED. PLEASE ENSURE THAT IF YOUR PET NEEDS EMERGENCY CARE, THAT THEY ARE NOT LEFT AT HOME FOR US TO TEND TO THEM. THEY ARE MUCH SAFER IN A VETERINARY ENVIRONMENT. WE WILL NOT BE HELD RESPONSIBLE FOR A SICK ANIMAL THAT REQUIRES MEDICAL ATTENTION PRIOR TO OUR ARRIVAL.
- WE WILL NOT ANSWER THE HOMEOWNERS' DOORS TO LET ANYONE INSIDE WHILE CLEANING. WE WANT OUR CLEANERS AND YOUR BELONGINGS TO REMAIN AS SAFE AS POSSIBLE.
- OUR 48 HOUR CANCELLATION POLICY IS DESIGNED TO PROTECT OUR HOUSEKEEPERS FROM LOSS OF INCOME. PLEASE LET US KNOW AT LEAST 48 HOURS IN ADVANCE IF YOU NEED TO CANCEL YOUR APPOINTMENT, OTHERWISE YOU FORFEIT YOUR DEPOSIT.

WE WILL ALWAYS STRIVE FOR PERFECTION AND THANK YOU FOR YOUR UNDERSTANDING AND CONFIDENCE IN OUR COMPANY.

SPECIFIC INSTRUCTIONS:

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BELOW, CHECK ALL THAT APPLY:

- ☐ I NEED CLEANING TAKEOVER TO PROVIDE ALL THE CLEANING SUPPLIES (EXCLUDING VACUUM).
- ☐ I PERMIT CLEANING TAKEOVER TO TAKE PHOTOGRAPHS AND VIDEOS OF MY HOME/SPACE FOR MARKETING PURPOSES.
- ☐ 12-MONTH CONTRACT – 15% OFF BI-WEEKLY CLEANS.
- ☐ 12-MONTH CONTRACT – 30% OFF WEEKLY CLEANS.
- ☐ I GIFT A SANCTUARY CLEAN FOR AN ADDITIONAL \$250.

SERVICE ESTIMATE: \_\_\_\_\_ CLEANING TAKEOVER REPRESENTATIVE: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ CLIENT ADDRESS: \_\_\_\_\_

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CLIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_