

CLEANING SERVICES

Basic Clean - \$175 *
 Includes: 1 Cleaning Technician
 Who will: 1. Wipe counters, sinks, light switches, mirrors, and doorknobs.
 2. Wipe all appliance exteriors and inside the microwave
 3. Wash tubs/showers and toilets
 4. Sweep or Vacuum and mop floors
 5. Light dusting of small items

Initial deep clean is required or a 3.5-hour max applies
 Only available for daily, weekly & bi-weekly cleans

Deep Clean - \$399*
 Includes: 2 or more Cleaning Technicians.
 Who will; Perform all the basics, PLUS:
 1. Wipe or wash inside all appliances, cabinets, and garbage bins
 2. Wash Windows and sills
 3. Wipe baseboards and ceramics
 4. Wipe Fans and Vent Covers

All cabinets must be empty prior to deep clean.
 Applies if more than 2 consecutive weeks of cleaning is skipped.

Maid Services - \$35/hour (5 hr-limit) *
 Requires: Six-month contract

Cleaner: _____
 Will: Perform all duties that are outlined in our deep cleaning package as well as specific requests disclosed by the client in this agreement. *Deep cleaning, add-on, and errand services up to 5 hours in a 24-hour period. These services are only available for daily or weekly bookings.

Commercial Contracts - custom*
 Requires: 20-hour minimum per contract term

Duties performed are unique to each space up to 50,000 square feet and will be assigned by the client.

Maximum height for cleaning interior windows is 8 feet.

Interior Decorating - custom*
 Specialist: _____

Will: Collaborate with the client to achieve the vision of beautifying the space by maintaining an open and clear line of communication during the creative process.

ADD-ON SERVICES

Furniture Assembly - custom*
 Assembler: _____
 Who will: Safely assemble prepack furniture that has step by step instructions included in the product box and requires minimal tools. It is the client's responsibility to ensure that they request the minimum persons required to assemble and position the item as well as notify us of the weight and dimensions of the product.

Home Organization - custom*
 Organizer: _____
 Who will: Organize any room within the clients' home that is not overly and unsafely filled with heavy or otherwise dangerous items including but not limited to objects over 35 pounds, chemicals, biohazards, human/animal waste, bile, blood, or drug paraphernalia.

Packing Help - custom*
 Packer: _____
 Who will: Assist in safely packing household items into cardboard boxes, crates, or reasonably anchored containers within the clients' home. The packer is not a mover and will not lift items over 35 pounds nor move them outside of the home.

OFFICE USE ONLY ***Pet Care - \$25/visit**
 Safely feed, walk, and clean up after small animals.
 # of pets: _____
 Breed of pet(s): _____ Appearance/Size(s): _____

Frequency: One-time Daily Weekly Bi-weekly Monthly Bi-Monthly Ongoing/ Occasional
Contract Term: _____

*Customized total: \$ _____/hour
 *Based on 1,000 sq. ft and a well-maintained space

Cleaning Takeover's Residential 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.
- 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.
- An initial deep clean is required prior to receiving our maintenance cleaning service. 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.
- When opting into a 6-month or 1-year ongoing service contract for our basic or maid cleaning services, a 5% deposit of the total sum is required prior to booking your first cleaning and will be applied to the last cleaning service at the end of the contract.
- If the client breaks any contract 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 contract was signed to the date the contract was broken.
- 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, you will lose your custom 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. A 15% finance charge will be added to any unpaid balances for every day thereafter.
- 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 thumbtacks, 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.

- 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.
- We currently do not supply cleaning products, but we do recommend an all-natural cleaning alternative that you can find a link for on our FAQ page at www.cleaningtakeover.ca. If we are requested to supply you with cleaning supplies, a product fee of \$50 per cleaner will be added to your final bill. When providing your cleaning tools, please be specific regarding your preferences on how they should be used as it can vary from person to person.
- Clients that reside outside of The City of Hamilton will be charged a travelling cost of \$2.00/kilometer from the border of the city as marked by Google map.
- Our 48 Hour Cancellation Policy is designed to protect our cleaning technicians 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 custom deposit.

We will always strive for perfection and thank you for your understanding and confidence in our company.

Please check all options 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 only**.
- I hereby bind into an ongoing service contract with Cleaning Takeover for:
 - Six months with 10% off (**Basic Clean** package only)
 - 1 year with 20% off (**Basic Clean** package only)
- I hereby bind into an ongoing service contract with Cleaning Takeover for:
 - Six months (**Maid Service** package only)
 - 1 year (**Maid Service** package only)

Specific Cleaning Instructions: _____

Client Name: _____ Client Address: _____

Client Signature: _____ Date: _____

Cleaning Takeover Representative: _____