

## **Short Stay Rental Cleaning Terms & Conditions**

### **Maid for each other Ltd**

#### **Access**

Maid for each other Ltd requires rentals to use a lockbox or electronic lock for access of the main entry of the unit. Please ensure cleaners have full access to the property on the day of your scheduled cleaning (this includes access to running water and electricity, being able to complete the job without interruption from other service providers in the home). In the event they arrive for your scheduled cleaning and find themselves unable to access the home or unable to clean, you will be charged the cleaning cost for the set property to cover the cleaning operatives time and travel. We highly recommend each property has one spare lockbox designated for our use, any maintenance contractors etc, but not for the use of guests.

#### **Additional Request**

Maid for each other cannot guarantee to complete any additional requests outside of our scope of work without 48 hours' notice. If we are notified within that timeframe and have the capability of performing the request, then we will do our best to complete the task. At all times we will try our best to accommodate changeover/turnover requests, although deep cleans and extra services should be booked in advance to avoid disappointment.

#### **Biohazards**

MFEO does not clean any hazardous materials. This includes, but is not limited to: litter boxes, pet messes, bird guano, blood, faeces, urine, and overflowed toilets. Cleaning body fluids (including that of our furry friends) requires special certification, which we don't carry and are not insured for.

#### **Checklist**

Our flat rate pricing includes everything on our Short Stay Cleaning Checklist. MFEO is happy to accommodate any specific needs outside the scope of the checklist – additional fees may apply.

#### **Deep Cleaning**

Deep Cleanings include everything on our Deep Cleaning Checklist and are required at least twice a year. Some areas of the property are unable or unnecessary to clean during a standard turnover cleaning. Areas that need special attention after a period: windows, baseboards, under furniture, etc. A bi-annual Deep Cleaning keeps your property at a 5-star level of cleanliness.

### **Early Arrival**

Guests will not be permitted to enter the property while MFEO teams are still cleaning. If guests enter the property while we are still cleaning and it's before check-in time, then MFEO is not responsible for any cleaning quality complaints

### **Early Check-ins**

To avoid a rushed cleaning job, during peak season, we require the necessary time and space are granted to our cleaning operatives. We are unable to allow early check-ins without prior confirmation during peak season, because the condition of the property will vary from guest-to-guest. Some cleanings may need extra time and attention.

### **Heavy Duty Fee**

In the case where the guests have left your property in an unreasonable condition, we do have to charge a fee for the extra time needed to bring your property back to our standards. This is for the rare occurrences where the guests have deliberately left the rental in poor condition. The fee amount is 50% of the original cleaning price. Pictures will be provided, and any damage will be reported upon the cleaning team's arrival.

### **Late Cancellation**

Same day cancellations may be charged at a fixed rate of 50£ (inc. VAT). In the case that the cleaning team has arrived at the property and is unable to clean due to an extension, refusal to leave, no access, we will charge the full set cleaning price. Please consider how late cancellations may negatively impact the cleaning professionals earning potential for the day. Without enough notice, it's difficult for us to find replacement cleanings.

In the case where the cleaning operatives will have to wait for the guest to vacate the property due to various reasons, the first 15 minutes are not considered, but may affect the cleaning result as this will allow less time for the cleaning team to complete the job. If the waiting time exceeds the first 15 minutes bracket, we will charge 23£\*number of hours\*the number of operative allocated (usually 2, 3). The minimum time charged will be 1 hour. We will also provide the option of a cancellation charge.

### **Late Checkout**

We want to give your property the time and attention it deserves. Since each guest leaves the property in a different condition, the cleaning time may vary drastically. For these reasons, MFEO requires at least 48 hours advance notice for late checkouts and cannot guarantee that the request will be accepted. We are unable to accommodate late check-outs for bookings where the next guests will be checking-in the same day of the cleaning.

### **Last Minute Rescheduling**

Please provide at least 24 hours advance notice to avoid a rescheduling/cancellation fee. We understand that guests may want to stay on vacation a little longer, however, our team has reserved your cleaning spot on our calendar so that nobody else can book. Removing cleanings last minute impacts our teams earning potential.

### **Long-Term Rental**

A long-term rental is defined as any guest's staying longer than 1 month at the property. A short-term rental is defined as any guest staying less than 1 month at a property. The longer a guest stays at a property increases the time and attention it will need to be cleaned properly.

Our flat-rate pricing is based on short-term rentals. Due to additional time needed to clean, a Deep Clean may be required for any guests staying longer than 1 month. Where possible we recommend you to check the state of the property to avoid a deep clean and its cost. We suggest arranging a regular/midstay/interim clean with the guest. Regular/midstay/interim cleans are charge at the same flat rate as a changeover.

### **Long-Term Vacancy**

All Vacation Rentals will be cleaned in less than 24 hours of the previous guest's stay, usually same day between 10:30 – 18:00. This allows our teams to report any damage, turn off any electricity or water that may have been left on by guests, remove trash, etc. If a unit is kept vacant after a changeover/turnover clean and has not been cleaned in 30+ days, then a Spruce Cleaning is highly recommended before the next guests check-in. MFEO is not responsible for any complaints from guests who are checking-in to a unit that has been vacant/not cleaned in 30 days or more. Vacancies typically occur in the off-season and may result in a bad smell, mould, dust, flies or spiders, cobwebs etc. A spruce cleaning will be charged at half of the flat cleaning rate for the property and should be booked in advance where possible.

### **Missed Areas (within 24hrs of check-in)**

Our cleaners follow a detailed checklist and perform walkthroughs after each unit is cleaned. However, there are times when a small area can be accidentally overlooked. When reported within 24 hours, we will be sure to schedule a return visit to fix the issue as soon as possible. We understand how important reviews are for your rental and how the cleanliness of your property holds a large value on your rating. That is why we take full responsibility for areas missed and do our best to respond as quickly as possible (inside business hours).

### **Missed Areas (outside 24hrs of check-in)**

If there is a time when an area is missed during the turn cleaning, guests must report it within 24 hours of their arrival. It is difficult to confirm whether the areas were missed from the cleaning or have become dirty during the guest's stay. Any reports past this timeframe that requires our team to return will be charged 50% of the flat cleaning rate to fix.

### **Guest missing items**

MFEO will not take any responsibility for the items left/forgot by the previous guest at the property. During the clean items are removed and binned, so valuables can be overlooked and removed/placed in the respective property bin. Our cleaning operatives do not have any responsibility to save these or retrieve them from the bin. Where valuables are left behind and observed by our cleaning operatives, MFEO will report this to you and will either save them in a closed storage space in the property or collected and kept in our office for a maximum of 7 days for the guest's collection. MFEO can only arrange for in person or third party delivery, fee will differ depending on the case. Collections from our office are free of charge.

### **Owner's/Property Manager's Closet**

Hosts are responsible for fully stocking the owner's closet with all essentials specific to their rental needs. Our team is not responsible for organizing, inventory, and/or items inside the owner's closet.

### **Parking**

To ensure that our team(s) can easily access your property and avoid any traffic violations, please provide specific parking instructions and/or passes for our teams on the day of your cleaning. If no parking information is provided or is inaccurate, then any fees, violations or tickets will be invoiced to the owner, where applicable.

### **Restocking Items**

Happy to take care of restocking any necessary items that you intend to leave out for your guests. We ask that you fully stock the 'owners closet' before peak season. Due to the large number of properties that we cover, we can not always update you on the current stock left at the property and may not always be able to return if any toiletries or consumables are missed. Therefore, we recommend having a fixed set of consumables/supplies that we provide (custom) as these are given to our cleaning operatives every morning and include all items you opted for and will always be placed in the property.

### **Scheduling**

Hosts are required to either:

- A) synchronize their vacation rental calendar with our company or
- B) provide detailed booking information for upcoming cleanings at least 48 hours prior to the next scheduled cleaning. Without 48 hours' notice, we cannot guarantee a timeslot in our schedule to complete your cleaning.

### **Spruce Cleaning**

This is a touch-up cleaning that is charged at 50% of the original rate. It allows our teams to freshen up your vacation rental so that your incoming guests don't have any surprises. Highly recommend booking a Spruce Cleaning for any unit that has been vacant/not cleaned for 14+ days. Spruce Cleanings are required for units that have been vacant/not cleaned for 30+ days.

### **Extra Services**

- Linen resupply/drop off will be charged based on the set price for the linen required for that specific property plus a call out charge of 20£. These are to be confirmed at least 48 hours prior with us to ensure we can make the best arrangements.
- Property checks will be charged at the call out cost of 20£ inc. VAT and can only include tasks that will amount to no longer than 15 minutes, such as collection or delivery of specific items you have provided, check on the state of the property or specific areas and report back to you, meet and greet a guest or check if the property has been vacated etc.

### **Payment terms**

MFEO is happy to offer monthly invoicing for all contracts that exceed 400£ per month. This is calculated based on the estimated work volume expected.

Payments are expected to be completed in 14 days from receiving the invoice. Any questions or concerns should be addressed in 72 hours from receiving the invoice but will not affect or delay the payment due date. Delays longer than 7 days may be subject to an extra fee calculated as 3% \* number of the after the due date, with a minimum of 10£ per invoice.

### **Other Services**

If you require other services separately from cleaning, we recommend arranging a discussion with someone in our management team at least 30 days prior to the required service. This must be an ongoing basis so that we can provide the right solution for you and an accurate quote. This can range from regular maintenance-handyman (Ikea furniture assembly, changing light bulbs, sockets, minor fixes or repairs), regular gardening and maintenance, external cleaning services and window cleaning.

Where it is only required as a one time service we can provide free of charge recommendations and advice.