# Disclosure - CL cleaners

Subject to change w/o Notice

\* IMPORTANT INFORMATION REGARDING OUR TERMS OF SERVICE\*

**UPDATED:** 2025 August 01

**EMAIL:** support@chaoticlifecleaners.com

Disclosure will update

sales@chaoticlifecleaners.com

October of 2025

PHONE: 830-208-2535

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Website Disclosure

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• "CL Cleaners", "Chaotic Life Cleaners" are run through External Enterprise L.L.C.

- "CL Cleaners" are bonded and insured to protect the Client's personal items and the Cleaner.
- A set price will be made/ if the cleaning is 3+ hours. An additional cost may need to be added.
- A separate document will attach a price sheet to the disclosure. The price sheet will state all services offered. A detail of what each cleaning consists of will be mentioned under each service.
- Clients can place an initial booking on our website "chaoticlifecleaners.com". By doing so, the client has
  first contacted the company to verify the availability and estimated cost of services. "CL Cleaners" will
  not refund or hold responsibility for those who fail to contact for a booking.
- \*\*Starting August of 2025 Chaotic Life Cleaners will be charging tax on select services\*\*

# **Residential Cleaning Disclosure**

- Payments are made VIA Square (Either invoiced to email or tap to pay in person) and on our website "chaoticlifecleaners.com"
- Alternative payment methods are accepted only when Square is unavailable.
- Invoices must be paid by 10p.m the same day. (Late payments will be subject to a \$5 fee per day that is late. Invoices will update to reflect the late fee.
- (Payments under \$350) If payment is received late, the next visit will result in 50% up front to be scheduled for an appointment. If paying late for a second time (consecutive dates or not) the estimated total payment in whole will be required prior to cleaning. (Time will not be extended unless payment is received).
- Please note that this is a business, to keep things running smoothly, your due diligence is much appreciated as we strive to have a fair and satisfied transaction between parties
- Client information will be stored in a client profile. Information that will be asked are: Address,
   Gate/door code, First/Last name, DOB, primary phone number, email address, and a questionaire.
- A questionnaire about your home must be filled out. This is an understanding of the treatment needed to care for your home. (Ex. Hardwood flooring, high or short carpet, etc.)
- ALL INFORMATION is held confidential. CL Cleaners does not share any information gathered with a third party outside of External Enterprise L.L.C
- Payment methods may be stored for future use starting January 1, 2026 per client's request.
- For cleanings over \$350, 50% upfront of the estimated cost before each visit.
- By accepting Chaotic Life Cleaners' services, you agree to pay any outstanding debt, and failure to pay after a third attempt to collect that debt (7 days minimum) may be subject to a police report and/or small claims court appearance.

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- Clients are able to request on a need only basis, weekly, bi-weekly and monthly.
- Clients that are scheduling as they go may not always be able to receive the same dates each visit. (ex. Every Wednesday, every 15th of the month, etc.) Please be flexible
- Clients are highly encouraged to plan schedules a month in advanced if prefer a weekly or bi-weekly clean
- A booking fee will be required of \$25 when scheduling. This is deducted from the client's total payment after services have been rendered. Date will only be scheduled once the booking fee has been paid. Please verify the scheduled date on your booking invoice before paying.
- If the client missed their appointment or does not notify within 48 hours prior to cleaning, another booking fee will be required for a new appointment. Refund of prior booking fee will not be returned. If the designated cleaner needs to reschedule, no further payment is needed. Clients will be notified. (Emergencies do happen. Please notify and we may be able to waive the fee).
- Communication is very highly practiced at CL Cleaners. We wish for everyone to be on the same page and given the same respect we wish to have in return.
- **No refunds**, if you are not satisfied to the type of service provided you may request a return to correct the mistakes. Must contact us by 10p.m same day for cleanings where the client or anyone in the unit/home were not present at the time of departure. For cleanings where the client or someone else on the behalf is present, must notate issues before the cleaner leaves the property.
- Due to needs, severity of the cleaning needed, additional charges may apply. Must be discussed and agreed before the cleaning starts (ex. deep cleaning was needed but client asked for a basic cleaning when original discussion was mentioned but understood pricing may change)
- Pricings are an estimated value only until actual unit has been viewed and seen by the cleaner. Send photos and square footage info to support@chaoticlifecleaners.com for a more accurate pricing.
- Cleaning supplies are provided unless customer prefers to use their own products. (Special requests such as Eco Friendly, Non-Toxic, non-bleach products must be stated at the time of booking.)
- Housekeepers vs. House Cleaners. Housecleaners tidy up with light cleaning (Our basic cleaning option) while housekeepers generally have more tasks like dishes, laundry, organizing while cleaning, scrubbing surfaces to improve the homes cleanliness. (Our deep cleaning option) Please make sure you are requesting the correct job. If unsure you will be notified when a walk-through of your home is performed.

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- Emergency cleaning (ex. Same day) will result in a \$25 upcharge.
- Homes w/natural stones for countertops/ showers, hardwood flooring, etc. may result in an upcharge. This requires special attention and products used are pricier to properly clean and care for the longevity of the stone/wood. This help keeps pricing fair for everyone.
   (\*\*Only for the client who opted in for the special care\*\*)
- If the client will not be home, access information must be provided but can be provided up to one hour prior to cleaning. A reminder will be sent out via text. (Photos may be requested by the client with the invoice at the end of the scheduled cleaning).
- Failure to provide access information by the start of the scheduled time frame will result in a canceled appointment.
- All appointment times must be given an hour window for the cleaner to arrive. NOTE the time
  does not start until the cleaner has entered the unit/home.
- Major holidays will not be a working day at this time.
- · Weekends will not be accepted for last minute bookings (under 24 hours) at this time.
- Clients who are needing extra services outside of the basic and deep cleaning for residential units will need to have a written or text agreement of pricing and job details.
- Jobs that include clean up parties/gatherings must be approved by the event coordinator to prevent any confusion with access points. Cleaning Prior, during, and after an event is optional. You may choose one, two, or all three (see price chart as pricing is determined by party size)

# **Homes with pets**

- must have pets put in a kennel or outside (backyard) during a cleaning visit. Owners cannot
  guarantee 100% of an animal being provoked easily by having a stranger/non-family member nearby
  or running around. The pet could possibly trip or bite a cleaner.
- If for any reason a serious accident occurred resulting in immediate hospital visitation, CL Cleaners
  reserve the right to push forward with actions based on Texas code section 822.005 and any codes
  related to the incident to correspond correctly.
- Safety is our number one concern, and Homeowners will be reminded to have their pets in a safe area.

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#### CLAIMS:

- Any damages or wear and tears found prior to cleaning a room/space will be notated and documented with a time stamped photo or signed off by the client as pre-existing conditions and CL Cleaners are not held responsible.
- Liability claims that exceed \$500 (Ex. Claims of broken furniture or deco) will go through an
  insurance claim. Client have 24 hours to report any claims by calling 830–208–2535 directly. They
  will receive instructions on how to process their claims. Time frames for claims are based on the
  insurance companies time frame.
- Third Party Claims (any person other than the direct client who booked the service) are not given any responsibility to make any claims. (Ex. other persons living in the home/unit)
- CL Cleaners may decline cleaning delicate, priceless and or Antique items as there is always a risk of potential damage to the item, or any item in the home that has a high potential rate of breaking.
- Theft is not tolerated within CL Cleaners as we strive to provide a healthy, professional, honest
  relationship with our clients. As much as any business would like, it cannot control the minds of the
  workers. Please keep any valuables out of sight. Any reports must be documented and sent to
  support@chaoticlifecleaners.com for review. CL Cleaners reserve the right to a partial, full or nonrefund of the amount lost. Reviews may take up to 30 days before client is notified of the outcome.



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### **Remote services**

- In addition to our local cleaning services, we offer remote cleaning guidance and consultation to
  assist clients in maintaining a clean and organized environment. By choosing out remote services,
  you acknowledge and agree to the following
- Service Scope: Our remote cleaning services include virtual consultations, step-by-step cleaning guidance, organization strategies, and product recommendations. These services do not involve direct physical cleaning by out staff
- Client Responsibility: As remote cleaning requires client participation, the effectiveness of the service depends on your ability to follow the provided instructions. We are not responsible for any incomplete or unsatisfactory results due to client inaction or improper execution of guidance.
- **Health & Safety**: We may recommend cleaning techniques and products. However, it is the clients responsibility to ensure that all recommended products are safe for use in their specific environment and to follow all manufacturer guidelines. We are not liable for any damages, injuries, or adverse reactions resulting from the use of cleaning products.
- **Technology Requirements**: To provide remote cleaning services, clients may need access to video conferencing tools, a stable internet connection, and a device capable of supporting virtual communication. We are not responsible for technical issues that may impact the quality of the consultation.
- Payment & Cancellation: Remote cleaning services are free for one consolidation after each deep cleaning appointment. CL Cleaners prefer to use this service between cleanings. Any consolidations outside the free one time will result in an upfront payment of \$20 per consolidation. Cancellations or rescheduling requests must be made at least 48 hours in advance to avoid additional charges.
- **No Guarantee of Results**: While we strive to provide effective cleaning guidance, we cannot guarantee specific results as remote cleaning relies on client execution. We do not offer refunds based on dissatisfaction with results, but we welcome feedback and will work with clients to improve their experience.

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# **Employee and or Sub Contractors:**

- Cleaning and moving around constantly brings the body temperature up. Please have the home no
  higher than 72 degrees while the cleaner is on site. If the cleaner feels too warm, they may request a
  temperature change to work productively.
- Clients may not ask the cleaner to run any errands outside the home. (ex. wash laundry at a nearby facility. Clients must notate any additional tasks to "CL Cleaners" before booking. Not all tasks can be compensated for.
- Cleaners who are employed through "CL Cleaners" have signed a contract not to accept business
  outside of the company with the clients they are assigned to. Any client persuading an employee will
  not be able to have any further business with "CL Cleaners" or any business under "External
  Enterprise".
- The larger our company gets, having the same cleaner may not be granted. If the client has a preferred cleaner, the company will try to accommodate, but may not be promised.
- For the safety of the employees and or sub contractors, please keep personal conversations to a
  minimum, any debatable subjects such as religion and politics are not allowed unless each party
  agrees to debate and have a conversation. Asking personal information of a cleaner is not allowed
  unless the cleaner has openly started the conversation. This prevents any unwanted or uncomfortable
  atmosphere between client and cleaner.
- Large clean-ups due to hordering homes will not abide by this disclosure. At this time, this is not a service offered.
- For Cleaning/Services outside of Residential, please see disclosure pertaining the services needed.
- Industrial Commercial units will not include warehouses at this moment...
- CL Cleaners strive for top quality service backed by clear communication. We prefer a company dedicated over the saying "quality over quantity". If you are not clear on the communication you were given or have any further questions, please do not hesitate to contact support@chaoticlifecleaners.com.
- Chaotic Life Cleaners is working hard towards other services to accommodate our clients. Please be
  patient as we work on this goal. It is extremely helpful when our clients refer our name and sends us
  high reviews on Google (Coming soon) and Yelp. (Social Media pages will be coming soon, please be
  on the lookout.

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# Warning:

- · Homes w/ heavy smoke odors will be denied as it can cause an allergic reaction to a cleaner.
- · Homes w/safety hazards such as lose live wires, human waste/body fluids, pest problems will be denied
- Cleaning products contain chemicals that could cause allergic reactions such as headaches. You must inform your cleaner prior to your scheduled cleaning if there are products (ex. bleach) that you do not want in your home. If you prefer a more natural cleaner (ex. vinegar) please inform your cleaner or have the products wished to be used.
- Cleaning Hazard materials, waste, bodily fluids, blood, spit, vomit, feces, urine, mold, etc. caused by humans/pets can create a health risk to the environment.
- Please do a wipe down to make sure your cleaner is not at risk. If a cleaner comes across these while cleaning, an extra fee may be charged due to the severity of the hazards in the home.
- If, for any reason, a cleaner does not feel safe in a unit. They will have every right to leave and contact
  the client once in a safe area without continued service. Client may reach out to
  support@chaoticlifecleaners.com to open a dispute to potential refund of the deposit or to have
  another cleaner continue service.
- · A cleaner will not clean when black mold is present throughout the house.

Chaotic Life Cleaners is working hard towards other services to accommodate our clients. Please be patient as we work on this goal. It is extremely helpful when our clients refer our name and sends us high reviews on Google (Coming soon) and Yelp. Social Media pages will be coming soon, please be on the lookout.

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# **Rental Units Cleaning**

### **Effective in the State of Texas**

This disclosure outlines the cleaning standards, responsibilities, and policies for rental home cleaning services provided for short-term rental properties (including but not limited to Airbnb, Vrbo, and similar platforms).

## 1. Scope of Services

- · Standard cleaning includes:
  - Sweeping, mopping, and vacuuming floors
  - Dusting surfaces
  - Cleaning and sanitizing bathrooms (toilets, showers, sinks, mirrors)
  - Cleaning kitchen surfaces and appliances (exterior only unless otherwise specified)
  - Emptying trash and replacing liners
  - Making beds and light linen service (if linens are provided by the host)
- Additional services (such as deep cleaning, carpet cleaning, laundry, outdoor areas, or inventory restocking) are available upon request and subject to additional fees.

#### 2. Host Responsibilities

- · Host must provide all necessary entry instructions, access codes, and parking information in advance.
- Host must ensure that the property is stocked with adequate supplies (toilet paper, paper towels, soap, trash bags, etc.) unless supply restocking has been contracted.
- · Host must disclose any property-specific cleaning needs or fragile items prior to service.

# 3. Guest Responsibilities

- · Guests are expected to follow basic checkout procedures, which may include:
  - Removing food and trash
  - · Placing used dishes in the sink or dishwasher
  - Returning furniture or items to their original place
- Excessive mess, damages, or biohazard cleanup may result in additional fees billed directly to the guest or host.

### 4. Cleaning Standards

• Cleaning is performed in compliance with industry-standard sanitation protocols and, when applicable, platform-specific requirements (e.g., Airbnb Enhanced Cleaning Protocol).

COMPANY

• While every effort is made to maintain a high standard, cleaning does not guarantee pest elimination, mold remediation, or repairs to structural/property damage.

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# Rental Units Cleaning

#### **Effective in the State of Texas**

# 5. Liability

- · The cleaning service is not liable for lost, stolen, or misplaced personal items.
- · The host is responsible for reporting damages or missing items between guest stays.
- The cleaning service is not responsible for maintenance issues unrelated to cleaning (plumbing, electrical, HVAC, etc.).

# 6. Payment & Fees

- Payment terms must be agreed upon before services are performed.
- · Late payments or returned transactions may incur fees.
- Extra charges may apply for:
  - Excessive mess beyond normal use
  - Biohazard cleanup (blood, vomit, bodily fluids, etc.)
  - Unscheduled emergency or last-minute cleanings

# 7. Agreement

By scheduling or accepting rental home cleaning services, the host acknowledges and agrees to the terms outlined in this disclosure.



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# Large Events / Venues Cleaning

#### **Effective in the State of Texas**

# 1. Scope of Services

Event cleaning services may include, but are not limited to:

- · Pre-Event Cleaning:
  - General dusting, vacuuming, and floor preparation
  - Cleaning and sanitizing restrooms
  - Wiping down surfaces, tables, and chairs
  - Trash receptacle setup (if requested)
- · Post-Event Cleaning:
  - Collection and disposal of trash and debris
  - Sweeping, mopping, and vacuuming floors
  - Wiping down surfaces and furniture
  - Restroom cleaning and sanitization
  - Removal of decorations (if agreed in advance)

Additional services such as carpet shampooing, stain removal, outdoor cleanup, or kitchen/food prep area cleaning must be requested in advance and may incur additional fees.

### 2. Client Responsibilities

- Client must disclose event details, including estimated guest count, event type, and venue size prior to scheduling.
- Client must provide access to water, electricity, and waste disposal areas.
- · Client must ensure all personal property, valuables, and fragile items are secured before cleaning begins.
- For post-event cleanings, the client must arrange for the removal of catering equipment, rental furniture, or thirdparty vendor items unless otherwise contracted.

# 3. Cleaning Limitations

- Event cleaning does not include hazardous material removal (biohazards, bodily fluids, sharp objects, etc.) unless prior arrangements have been made.
- The cleaning service is not responsible for structural damage, broken items, or maintenance issues unrelated to cleaning.
- · Excessive mess, property damage, or biohazard cleanup may result in additional charges.

### 4. Liability

- The cleaning service is not liable for lost, misplaced, or damaged personal items left behind.
- Any damages discovered during cleaning will be documented and reported to the client.
- The client assumes full responsibility for event-related damages caused by guests or vendors.

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# Large Events / Venue Cleaning

### **Effective in the State of Texas**

# 5. Payment & Fees

- A deposit may be required at the time of booking. Balance is due on or before the day of service unless otherwise agreed.
- · Additional fees may apply for:
  - Extended service hours beyond agreed schedule
  - Excessive debris, glitter, confetti, or wax cleanup
  - Emergency or last-minute scheduling
- Travel fees may apply for venues outside the standard service area.

# 6. Agreement

By scheduling event cleaning services, the client acknowledges and agrees to the terms outlined in this disclosure.





# POST CONSTRUCTION CONTRACTS

#### **Effective in the State of Texas**

This document outlines the terms, limitations, and legal disclosures for post-construction clean-up services provided by Chaotic Life Cleaners operating in compliance with the Texas Deceptive Trade Practices Act (DTPA) and Texas business law.

#### 1. Scope of Services

The following services are included unless otherwise stated in a written estimate or agreement:

Removal of construction dust, dirt, and non-hazardous debris from surfaces (walls, windows, trim, floors, and ceilings)

COMPANY

Cleaning of interior windows and glass

Removal of manufacturer stickers and packaging residue

Sweeping, vacuuming, and mopping of floors

Wipe-down of surfaces, including cabinetry, countertops, doors, and fixtures

Basic trash removal related to cleaning activity

#### 2. Exclusions from Service

The following services are not included unless added by written contract:

Deep grout or concrete haze removal

Paint or adhesive removal

Power washing (interior or exterior)

Furniture or appliance relocation

Cleaning of ducts, attics, crawl spaces, or roofs

Hazardous material handling (including but not limited to mold, lead, asbestos, or biohazards)

Repair, remodeling, or handyman services

### 3. Client Obligations

The client agrees to:

Ensure all construction work is completed prior to cleaning

Provide safe access to the premises

Ensure all utilities (water, electricity) are functioning

Inform Chaotic Life Cleaners of any delicate surfaces or non-standard materials requiring special care

Secure valuables and sensitive information before service

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# POST CONSTRUCTION CONTRACTS

# 4. Payment Terms

A non-refundable deposit of 50% is required to confirm the appointment Full payment is due upon completion of services unless otherwise agreed in writing Payments not received within 5 business days of service completion will incur a late fee of \$25 A fee of \$9.99 per failed payment attempt will be assessed for returned or declined transactions Invoices unpaid after 15 days may be submitted for collections in accordance with Texas law

# 5. Right to Cure (Texas Business & Commerce Code §17.505)

In accordance with Texas law, the client agrees to provide written notice of any dissatisfaction with the services within 5 business days. Chaotic Life Cleaners must be given a reasonable opportunity to cure or remedy the issue before initiating any legal action or complaint.

# 6. Limitation of Liability

Chaotic Life Cleaners shall not be liable for:

Damages arising from pre-existing defects or incomplete construction

Damages caused by undisclosed conditions or unsafe environments

Incidental or consequential damages in excess of the contract value

Lost items not secured prior to cleaning

# 7. Governing Law

This agreement shall be governed by and interpreted in accordance with the laws of the State of Texas. Any disputes arising under this agreement shall be resolved in the appropriate county court where services were rendered.

HYBRID CLEANING

# 8. Entire Agreement

This document constitutes the entire agreement between the client and Chaotic Life Cleaners. No verbal or implied agreements shall override this written disclosure.

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# **Falcility Cleaning**

#### **Effective in the State of Texas**

#### 1. Scope of Services

Cleaning services may include:

- · General dusting, vacuuming, sweeping, and mopping of floors
- · Cleaning and sanitizing restrooms and common areas
- · Wiping down desks, counters, tables, and touchpoints
- · Trash removal and replacement of liners
- Glass and window spot cleaning (interior only unless otherwise specified)
- Disinfection of high-touch areas (doorknobs, light switches, handrails, etc.)

Additional services such as carpet shampooing, deep cleaning, pressure washing, post-construction cleanup, floor waxing/stripping, exterior window cleaning, or supply restocking are available upon request and may incur additional fees.

## 2. Client Responsibilities

- Client must provide safe and reasonable access to the facility during scheduled cleaning times.
- Client is responsible for securing sensitive or confidential materials, valuables, and fragile items prior to service.
- Client must disclose any special cleaning requirements, restricted areas, or security procedures before services begin.
- For child daycare facilities, gyms, and healthcare-related spaces, client must provide clear guidance on sanitation standards and compliance requirements (if applicable).

HYBRID CLEANING

## 3. Cleaning Limitations

- Cleaning services do not include hazardous material handling (biohazards, blood, bodily fluids, chemicals, sharp objects, etc.) unless prior arrangements have been made.
- Services do not include maintenance, repair, or pest control unless contracted separately.
- · Heavy debris, excessive mess, or conditions beyond normal cleaning may result in additional charges.

## 4. Liability

- The cleaning service is not liable for lost, stolen, or misplaced personal or company property.
- The client assumes responsibility for reporting damages, maintenance issues, or safety hazards within the facility.
- · Any damages discovered during cleaning will be documented and reported to the client.

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# Website Disclosure

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# 5. Payment & Fees

- Payment terms are agreed upon prior to service and outlined in the client's service agreement or invoice.
- · Late payments or returned transactions may result in additional fees.
- Additional charges may apply for emergency cleaning, unscheduled requests, or conditions requiring extended labor.

# 6. Industry-Specific Considerations

- Child Daycare Facilities: Cleaning is performed with child-safe products when requested; sanitation standards will follow state/local childcare requirements to the extent disclosed by the client.
- Gyms & Fitness Centers: Extra attention will be given to high-touch areas and shared equipment.
- Churches & Places of Worship: Respectful care will be taken for religious items and sacred spaces; specific instructions must be provided by the client.
- New Residential Home Buildings / Apartment Units: Post-construction debris removal may incur additional charges if not contracted separately.

## 7. Agreement

By scheduling or accepting cleaning services, the client acknowledges and agrees to the terms outlined in this disclosure.



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# Website Disclosure

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### 1) Collection of Personal Information

We may collect personal information from users in a variety of ways, including, but not limited to, when users visit our site, fill out a form, subscribe to our newsletter, or interact with other activities, services features, or resources we make available. Users may be asked for their name, email address, or other personal details. Providing such information is always voluntary, and users can choose to withhold personal data, though it may prevent them from engaging in certain site-related activities.

# 2) Use of Collected Information

We collect and use personal information for the following purposes:

- \* To improve customer service
- \* To personalize the user experience
- \* To send periodic emails (only if subscribed)
- \* To improve our website

We do not sell, trade, or rent users' personal identification information to others.

## 3) Cookies

Our website may use "cookies" to enhance user experience. Cookies are small files stored on your device that help us understand and remember your preferences for future visits. They may also be used to collect personal information about traffic and interactions on the site to improve the user experience.

HYBRID CLEANING

Users can choose to set their web browser to refuse cookies or to alert when cookies are being sent. However, some parts of the website may not function properly without them.

### 4) Third-Party Services

We may use third-party services (such as Google Analytics) that may collect, monitor, and analyze data to help us improve our site. These third parties have their own privacy policies.

# 5) Your Consent

By using our site, you consent to our website's privacy policy and the collection and use of information as described.

### 6) Updates to This Disclosure

We reserve the right to update this disclosure at any time. When we do, we will revise the updated data at the bottom of this page.

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- Rate pricing will change constantly as Chaotic Life Cleaners grow to keep up with business needs.
- Discounts are given for those who qualify. Please contact support@chaoticlifecleaners.com to see a list of qualifications.
- Tips are optional; if paying by invoice, a prompt will appear after payment is made.
- By using this service you the Client understand this disclosure and are fully aware that you may view
  this disclosure and all its updates on chaoticlifecleaners.com. When booking you agree to all terms
  presented in this document.

CL Cleaners reserves the right to change the companies disclosure at any point in time to meet the needs of the company. Clients may not be notified of changes. Disclosure will always be present on our website. If you wish for a copy please email support@chaoticlifecleaners.com



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