



CLEANING SERVICE AGREEMENT

CANCELLATIONS:

For all scheduled cleans, Free My Time Cleaning will assess a 50% charge for all cancellations that are cancelled in less than a 24 hour period. This includes not having access to your home on the day of your scheduled clean. Please make sure we have a copy of your key or have a spare key left with your concierge or in a lockbox around your house.

CLEANING SUPPLIES/EQUIPMENT

We at Free My Time Cleaning provide all the tools and equipment necessary to clean your home so you don't have to worry about any of that. We use environmentally friendly products as we value the safety of our customers, employees and your pets. Our vacuums come with all the attachments needed, so no matter the style of your rugs our vacuums can handle the job correctly.

You will only need to supply a few items for us to clean your home. You'll need a toilet brush in order for us to clean in the inside of your toilette. Toilet paper and paper towel will also have to be supplied as we do not use our microfibre cloths to clean your toilet. If there is a high area that is needed to be cleaned we do ask that you provide us with a step-stool.

OUR GUARANTEE

We love what we do and freeing up your time is our goal. We use our 82 point checklist to ensure your home is sparkly clean. But, if for some reason our clean causes you stress and doesn't make you smile when you arrive home, then enjoy a free dinner on us. We do require that you inform us immediately, within 24 hours of that clean, so that we can investigate what the problem was that caused you the stress and dissatisfaction of our clean. This may require us to come visit your home within the 24 hour period or to be shown proof in other methods.

SAFETY OF OUR EMPLOYEES

Free My Time Cleaning has the right to remove their cleaners from your home if your house becomes unsafe to work in and our cancellations policy will apply in this situation. Our cleaners will not move any item that is over 30 lbs for their own safety. If you have an item in your home that is this weight or above, please move it for us so that we can clean around it. It will then become your responsibility to move it back when you arrive home.

PETS

We love pets at Free My Time Cleaning and work with and around many adorable fur-babies. But, if your pet is aggressive we will not work in that situation. Please have your pet locked up and out of any danger. We have the right to remove any employee from your home if it becomes unsafe due to your pet.

BROKEN ITEMS

It is our responsibility to behave professionally at Free My Time Cleaning in your home. If any accidental damages do happen we will work with you to fix it. Please notify us within a 24 hour time frame, anything after this we cannot guarantee reimbursement. We do encourage you to put away any item away that may be of high value. If there are any items in your home you do not wish for us to clean due to their high value, please let us know in our initial meeting.

GROUT AND CAULKING

We at Free My Time Cleaning do not take any responsibility for the restoration of severely worn or mildew stained grout and caulking.

THE MESSY THINGS (VOMIT, BLOOD & FECES)

Please know that it is NOT our responsibility to handle/clean-up any vomit, blood, or feces that come from any pet or human being.

ARRIVAL TIME

Free My Time Cleaning will provide you with a one hour time frame for our arrival to clean your home. If there are factors that restrain us from arriving in that time frame such as wether or lockouts etc, we do apologize and will contact you as to when our arrival is expected. If for any reason we cannot make it to your home we will contact you and reschedule your clean into another time slot.

PAYMENTS

We only accept payments via credit card and we accept all forms of credit cards.