

## Cleaning Crew

We always work with teams of two, but occasionally more cleaners may be needed due to the complexity of work or busy schedule. We do our best to limit rotation of cleaners in your home while still providing sufficient cross-training to our cleaning technicians. Our employees have been rigorously background screened and drug tested prior to working with us. You can rest assured all our staff have integrity and is held accountable.

## Right to Refuse Service

We reserve the right to deny and (or) terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter, and disconnected utilities. Our employees have the choice to leave if the home is in an extremely unsanitary condition or they feel unsafe or threatened. If you book a cleaning that is unreasonable, the cleaners may refuse service on the spot, and you will be charged the cancellation fee.

## Cleaning Day Preparation

Your price for cleaning is based on the cleaners focusing all their time on cleaning. Therefore, we ask that you take a few minutes to tidy up to allow the cleaners easy access to the areas and surfaces to be cleaned, including floors, counter-tops, tabletops, etc. If you would like our cleaners to do these tasks for you, call the office in advance so your cleaning fee can be adjusted for the additional time.

## Pets

We will gladly work around pets, but we ask that indoor activity is limited for cleaning efficiency and safety reasons. If your pet becomes anxious or presents a safety concern, reserves the right to remove its employees from your home. Our employees are instructed not to enter a house if they believe an animal, is a threat. Pets may behave differently if a family member is not present. If the removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

## Service Fees

Please remember we give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the house.

To ensure there are no surprises at the end, if we arrive to find a job that will require extra time, we will call to let you know. If we are unable to reach you, the crew will have to leave, and you will be charged the cancellation fee. We reserve the right to reevaluate rates at any time based on the time it takes to perform our service to meet the client's standards. We will contact the client to discuss price or service revisions if the cleaning time differs drastically from the original bid.

## Payments

Payments must be made on the day of cleaning by check, cash, or credit card.

## Refund Policy

We do not offer refunds. We have built our business to provide our clients with the best possible service available. Still, we realize that we are human, and from time-to-time things will get missed. Should this happen, email or call us within 24 hours and we will rectify the error at no charge.

## Recurring Service Discount

Recurring discounts start AFTER the first cleaning service. If you skip cleaning so that your cleaning's frequency is lower than what you were set up for, your price will be increased to the pricing level for the lower frequency.

## Rate Increases

Cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of client's established service schedule or home or living situation: remodel, change of address, number of people living in the home, a significant addition of furniture, etc. Customer rate shall be increased annually by an amount not-to-exceed 8% of client's current rate.

## Lockouts

Clients shall make the service location accessible to personnel on the scheduled service day. If the team is locked out of the client's home, every effort will be made to establish contact with the client to arrange for entry to the home. If contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped, and you will be charged a \$70 late cancellation fee. This fee is necessary to compensate the employees for

unexpected lost revenue and travel time. To avoid the fee, please provide us with a key or code to gain entry to your home.

## Rescheduling & Cancellations

Service reliability is extremely important because we reserve time especially for you. We request that you give us a minimum of 24 hours advance notice if you need to cancel or reschedule for any reason to avoid incurring a \$70 cancellation fee.

## Alarm

If your home is equipped with a security system, please ensure that it is in the off position or call our office with the code and proper directions for use. If the code should change, please let us know so you do not incur a lockout charge.

## Use of Homeowner's Vacuum

If you request to use your vacuum, we will not assume or accept any liability for damage to the unit. Since we are not responsible for the maintenance of the vacuum, we will not be responsible for any repairs to it. This is important because if the vacuum is not in working order when we arrive to clean your home, we will not be able to perform any vacuuming of carpet and hard wood surfaces.

## Cleaning Supplies

We provide the equipment and products needed to thoroughly clean your home. If you would like us to use green cleaning products only, please let us know before we start the service. If you require us to use your cleaning supplies, note that we are not responsible for any damage associated with those products.

When this request is made, we ask that you have the cleaning chemicals and supplies ready so we can perform our cleaning service as efficiently as possible.

## Items We Cannot Clean

Mold removal is a specialty; we cannot be liable for any mold-related risks in client's homes. We cannot clean hoarding homes or areas containing any animal and human body fluids, blood, feces, vomit, cat litter boxes, bird cages, and urine or excretions.

## Unreachable Areas & Heavy items

For safety and liability reasons our employees cannot climb higher than a step stool or work outside of your home. Cleaners cannot move objects more than 35 pounds. If you would like to clean behind heavy objects, please move them prior to cleaning.

## Breakage/Damage & Loss Policy

While an occurrence is rare, the possibility of breakage or damage is present while we clean. Our cleaners exercise reasonable care when cleaning your home, and we carry insurance for damage or breakage caused by our cleaners. We are not liable for damage that is caused by normal wear and tear, improper installation of an item in your home, artwork, collectibles, or family heirlooms not disclosed during the booking process. These items include but are not limited to artwork, collectibles, and family heirlooms, which are expensive and impossible to replace. The client should point out such items to us before starting the service. Please advise us how you would like your fragile items handled and anything regarding their care. Notification must be made within 24 hours of breakage or loss of any personal items. Identical replacement is always attempted but not guaranteed.

## Key Release

Client keys are coded and stored inside a locked cabinet to which only the managers have access. In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, will not be held liable for any damage or theft to the client home. Upon termination or cancellation of services, shall return any client key(s) in its possession no later than 48 hours after termination of services.