



Tahoma Home Care

Home Care & Cleaning Services

Terms of Service Agreement

Below are our Service Policies, which are intended to ensure quality, safety, and consistency in our work. By using the services of Tahoma Home Care Inc, you agree to abide by the following policies and procedures:

Privacy Policy - We are committed to keeping your information confidential. We do not sell, rent, or lease our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will use your personal and billing information solely to provide the service you hire us for.

Security - We take the security of your home very seriously, and work with each homeowner to establish a routine for entering and exiting. Current methods include, but are not limited to:

- Letting us in on the day of service if you will be home when we arrive
- Providing us with an extra key
- Providing us a lockbox, keypad, or garage code
- Leaving us a key under a mat or pot to use and return or leave in the house when finished

Satisfaction Guarantee – If for any reason you are not happy with the service, please reach out within 24 hours to our office. We will follow a process to assess the workmanship, status of home and condition, or budget constraints that led to the decision of a completed service. We do not offer discounts of services rendered as billing is based on the service timeframe and we cannot gain that time back. We will make corrections of oversights and try our best to remedy the issue at no labor cost to you. We will send the team to make the corrections or a different team if they are not available so that they understand how to best meet the clients needs give the opportunity to make it right and strive to ensure customer satisfaction.

Payment – Payment is due on the day of service by electronic debit, check, Venmo, Apple Pay. Payment is due on the day of service.

Late Cancellation/Rescheduling

Because we reserve a time especially for you, please make any schedule changes 48 business hours before service to avoid incurring a cancellation fee. If you wish to cancel or reschedule a cleaning appointment, at least 48 business hours' notice (excluding weekends and public holidays) is required. If a cleaning appointment is cancelled less than 48 hours in advance, or if the cleaner is unable to enter the house, a cancellation fee of 50% of that cleaning's cost will be charged. If an open ended (hourly) cleaning is cancelled less than 48 hours in advance, a cancellation fee of 50% of the quoted estimate man hour time will be charged. We must adhere strictly to this policy in order to prevent lost wages for your cleaner. We appreciate

your understanding. Late schedule changes due to unexpected circumstances not under your control will be reviewed on a case-by case basis. During the winter season, in the event of inclement weather, Tahoma Home Care will follow the closing and delay decisions of Tahoma School District. Please make sure that your driveway, parking lot, sidewalk, and/or entrance is properly accessible to avoid cancellation/rescheduling fees.

Electricity and Water Notice

We cannot work effectively in a house without electricity or running water. Or if there is a plumbing issue that hinders with using sinks or bathtubs appropriately. Please ensure that your home - especially if it is empty and in the middle of being sold/bought/turned over - will have electricity and running water on the day of service. Late Cancellation/Rescheduling fees may apply if we need to make last-minute schedule changes due to lack of electricity or water.

Getting Ready for the Cleaning – Please don't "clean" before we arrive, but do "pick up" as much as possible; for example, clearing the floors of clothing and toys, clearing surfaces of small items such as pens, coins, important documents, etc. In the event you are unable to, we will tidy up but please understand this may mean additional time being spent on your cleaning. Please don't worry about countertop appliances and small pieces of furniture - we clean and move those as we go. This type of pick up will allow us to focus more on detail and quality for you. Please set your A/C temperature to 68-72 degrees F, especially during the summer months. We won't be able to clean in houses that are too hot and pose a safety risk to our employees.

The Setting – The ideal cleaning situation is when no one is home. Since that is not always possible, please eliminate as many distractions as possible so we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home. Please secure pets and keep children in another area as we are working with equipment and products that may not be safe for children.

Trash Disposal: We require that we leave any collected trash in the garbage bin at the homeowner's location. We cannot take trash with us.

Quality Control – Our quality control system consists of email requests for feedback after each visit. It is interactive and dependent upon your feedback and communication to function. We need your input on the overall experience and quality you are receiving so that we may address issues that are important to you. We will correct or address any issues we are made aware of. With any service provided by Tahoma Home Care, you agree to photos provided for training purposes, before and after photos of work for quality assurance, marketing and advertising.

Pets – We love them! The last thing we want to do is upset your pets as we clean, and we'll work with you to make the experience pleasant for all involved. The following are our policies regarding pets:

- Let us know ahead of time if there are any arrangements you have in place for your pets while we clean.
- For sanitary purposes, we do not clean up after sick pets or pet accidents.
- Please secure any pet that may be overwhelmed by our presence and/or pose a threat. Please secure any pet that is likely to try to run out the door and escape the house. The obligation for control and care of all animals on the premises is on the customer. Tahoma Home Care Inc. cannot be held responsible for the escape or safety of pets.

Safety and Sanitation – At any time during the duration of service provided to a client if the residence is deemed unsafe or unsanitary, service needs to be stopped immediately. If children are involved in the residence, we are required to report conditions and situations to 1-800-END-HARM. Some safety and sanitation concerns are of the following but not limited to:

- Drugs and alcohol within easy reach of children
- Intoxication beyond coherence
- Human and pet waste, blood, and bodily fluid waste within reach of children
- Chemicals and products easily accessed by children
- Refusal of removing of trash within the home
- Excessive hoarding where safety is a concern
- Rodents and pests are present

Products – We supply our own products and supplies. If for any reason you require any special cleaning products or supplies please raise this during the preliminary walk-through.

Breakage – We hate it when breakage happens, and we do our absolute best to prevent it! The following is critical regarding our breakage policies:

1. Sometimes breakage occurs when there are “boobytraps”. These are accidents waiting to happen (pictures not hung securely, top heavy items with unstable bases, wobbly, tippy objects). Each incident is reviewed on a case-by-case basis. We cannot take responsibility for “boobytraps”. Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets, or clear wet bar shelves).
2. Please move expensive figurines or glassware to a location we do not clean or have us skip that area completely if you do not wish to accept the risk.
3. We will cover the cost of repair or replacement of items when breakage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection. Breakage must be reported within 24 hours of discovery.

Insurance – Tahoma Home Care and all employees are covered by General Liability insurance. Fraudulent claims will be prosecuted to the full extent of the law. Services that are not covered under insurance are:

- Pet sitting
- Lawn Care
- Babysitting
- Organization
- Moving or packing
- Laundry washing/drying
- Carpet/upholstery cleaning
- Handyman jobs (plumbing, electrical, painting, etc)

If any of the above services are asked to be done by any of Tahoma Home Care Inc. employee's, the liability will fall under the homeowner's insurance policy as these services are not covered under our policy for any damages, injuries, under this service.

Special Policies and Service Limitations

1. Our cleaning technicians do not climb higher than the company's two-step ladder. We are not insured to have employees lift more than 15 lbs. Therefore, furniture cannot be lifted.
2. We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be transparent and informative as possible, some things that we don't offer include, but aren't limited to: Disassembling light fixtures, disassembling seals on shower doors, disassembling furniture to clean it, disassembling any appliance (besides oven racks and fridge shelves). Lifting or moving heavy furniture over 15 lbs. Lifting or moving large fragile items. Removing permanent stains from furniture, floors, cabinets, carpets, etc. Carpet steam cleaning, washing the walls/and-scrubbing or steam cleaning anything other than floors.
3. We are not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. We reserve the right to refuse to clean (or immediately stop cleaning) if there are signs of the following problems, and we must charge our lock-out fee of 50% of the scheduled cleaning. This is not an exhaustive list.
 - Pest infestation – cockroach, bedbugs, fleas, etc.
 - Animal infestation – birds, mice, rats, bats, etc.
 - Excessive/Uncontrolled Mold Growth
 - Human waste, blood, and bodily fluids (this includes fecal or urine waste in diapers as well)
 - Hoarding, or any condition that is unsanitary
 - Other hazardous situation

Pricing

First Time Service - Based on the size of your home and any add-ons, your booking includes a maximum number of man-hours we'll spend completing the work outlined in our service checklists (The definition of man-hours: a unit of one hour's work by one person). Some important details regarding our pricing:

- Please be as specific and honest as possible on your booking to ensure your cleaning is fit to your needs. The risk in under-booking is that the cleaning may only be partially completed, and our schedule may not allow us to stay longer.
- In order to verify accurate house information, we will check the size and layout of your home against public records as much as possible.
- In order to book our services, we require a credit card on business file for our records.
- We typically perform walk-throughs to provide you with the most accurate pricing. In event a walk-through is not performed due to immediacy of request or last-minute bookings, our pricing reflects assumptions of the level of cleanliness and the amount of time/effort required to clean.
- On the day of service, our techs will perform a walkthrough before starting work. They will take note of any items or areas that need special care or specific instructions from you and will assess if the package you purchased allows them adequate time to complete the job to a satisfactory level. We will notify you if we cannot complete the work in the estimated time frame and give you the option to either add more time to the job for an hourly charge, or have us focus on your top priorities within the allotted time frame. We add time to the service in 30-minute increments charged at the agreed going rate, up to an additional 4 man-hours. If you need more time than this, a second booking is highly recommended to complete the work.

Recurring Service - Prices are fixed rates for recurring visits. We assume similar levels of organization and build-up during each visit. If there are changes to the amount of work involved or clutter to handle, we will contact you and reassess our prices as needed.

- Weekly services can receive up to six cleanings in a calendar year to be skipped without a charge. - Biweekly services can receive up to three cleanings in a calendar year to be skipped without a charge.
- Every four weeks can receive up to one cleaning in a calendar year to be skipped without a charge.

**** If your usual cleaning day does not work for you ahead of time, please let us know so we can be accommodating so you do not have to miss a cleaning.**

**** Ending reoccurring services is needed of a 30 day cancellation notice or will be charged a cancellation fee for the amount of visits that is planned up until the notice of 30 days.**

**** Small Requests** - All small requests, add-ons, or swaps must be added to your appointment through the office to ensure that 1) we can provide the service you're requesting, and 2) our techs are prepared with enough time and the right supplies to perform the request.

Referrals – Receive bonuses and discounts when you refer us! We love referrals and appreciate it when you tell friends and neighbors about our service. Thank you for your confidence in us!

Non-Solicitation Agreement

We value our employees and pour an enormous amount of time, energy and, expense into our screening, hiring, and training process. Tahoma Home Care strives to have one of the lowest employee turnover rates. This agreement helps safeguard our success at providing only the best staff to our deserving customers. Sadly, some people want quality without paying for it and attempt to undercut our efforts by trying to “poach” our employees for cleaning service or any additional services beyond cleaning. It is for this reason that our customers and employees must agree to our non-solicitation agreement. If breached, a fee of \$2,500 (for damages) will be assessed. This helps to minimize the risk of unfair solicitation that undermines the good experience all our clients have come to expect. Please help us maintain our extraordinary success by not soliciting our employees for hire directly. By booking our services, you are agreeing to the following terms:

Tahoma Home Care employees are not allowed to engage in a work-relationship directly with you for two full years after employment termination.

You will be charged a \$2,500 finder's fee if you hire a Cleaning Technician employed by Tahoma Home Care on an individual basis for private work.

Solicitation of a Tahoma Home Care employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards as well as the \$2,500 fee. This does not preclude us from seeking other solicitation-related damages.