



## COMPANY POLICY & CLIENT ACKNOWLEDGEMENTS

### ABOUT US

We are a veteran family-owned company that specializes in residential, Air BnB, commercial, small office, retail, new home construction, janitorial and green cleaning. Our company is based on faith and integrity. We believe that cleaning and maintaining a living or work environment helps people focus on the more important things in life. We are professional, highly experienced, and well-trained individuals with a goal to service those who serve. We offer affordable rates, discounts, and specials to accommodate everyone. Our goal is to take care of your home, so you don't have to.

### CLEANING SERVICES

Basic Cleaning, Deep Cleaning, Moveout Cleaning, Move-in Cleaning, Vacancies, Real Estate, Party/Event Cleaning, Post Construction, etc. Frequency; Weekly, Bi-weekly, Monthly, Bi-monthly, Quarterly, Semi-annual, and as Needed. We do not offer cleanups of: Biohazards, Chemical Waste Spills, and Hoards, etc.

### MAIN AREAS OF SERVICE

Grovetown/ Evans/ Harlem/ Martinez/ Thomson/ Appling/ Hephzibah/ Augusta, Fort Eisenhower and surrounding cities extending throughout the state of Georgia, to INCLUDE the North Augusta and Aiken area (additional fees may apply)

### OPERATING HOURS

Monday-Friday: 8:30 AM to 5:30 PM

Closed weekends and all Federal Holidays (including the business day after the holiday if holiday falls on the weekend or weekday). Weekend service may be available for an additional \$50 convenience fee.

### PRICES

Our prices are determined by the size/square footage of the home (bedrooms), the type of property, the cleanliness, frequency of the cleaning, and the service type. We offer discounts, promotions, special rates, vouchers/coupons, and gift cards. Additional fees may be applied to cleaning services if cleaning exceeds the slotted time frame for the cleaning. Prices and services are subject to change. We reserve the right to add additional charges during a cleaning (with immediate notice to you) if during the cleaning we find that it will be an additional charge.

### PRODUCTS & EQUIPMENT

High Quality Products

Eco-friendly Products (upon request)

All Supplies Included

No Extra Charges for Equipment Use

\*Clients may request the use of their own personal products and equipment\*

### WHY BROOMZ & MOPZ

We operate in Faith and Integrity

We are Veteran & Family Owned

We Guarantee Customer Satisfaction

We are Licensed, Insured, and Bonded

We have Affordable Pricing

We have Available Customer Support

We are Highly Reviewed

We are not like other Cleaning Companies

### NOTICE OF SERVICE

**Broomz & Mopz** reserves the right to refuse service(s) to any client if potentially unsafe conditions are found to exist within the dwelling (e.g., unlivable conditions, live pests, such as roaches/bedbugs, presence of biowaste such as pet feces/urine etc.). Cleaners will **not** move any heavy furniture or appliances in the occupied home (vacant only, per request); however, the cleaner will do their best to reach all visible places by hand or with an extension tool. If clients request cleaning under heavy furniture or appliances, the client must move them beforehand (deep cleanings only). Cleaners are prohibited from stepping higher than a two-step ladder or stool for safety. Cleaners will **not** remove light fixture coverings to mitigate any potential damage to the fixture or any of its attachments. Cleaners will only conduct light dusting on light fixtures that are reachable with an extension tool or two-step ladder. Upon arrival, homes must be equipped with electricity and running water. If it is found that the home has neither, the cleaners will immediately stop the service, and you will have to reschedule once electricity and water have been restored. The client must make sure that all usable sinks and toilets are unclogged before the cleaning, or the item may be skipped. Before the service, the home must be free of any clutter that may prevent the cleaners from properly cleaning the home. If the clutter is present, the cleaner will clean around the clutter or skip the area altogether. All clients will receive our **Company Policy & Client Acknowledgements** at the walkthrough or via email if a walkthrough does not occur, which must be signed and returned before the cleaning occurs. This is to ensure the client is fully aware of B&M policies.

### **Service Fees:**

Services are by appointment **ONLY**. A **10% booking deposit will be due for all moveout/movein cleanings (only) at the time the appointment is made (can be paid earlier via electronic payment) to secure your appointment date**. Forfeiture of the deposit will result under one of the following conditions: (a) if the cleaner is unable to gain access to your home, after multiple attempts to contact client, i.e by phone, text, or emergency contact (b) is turned away at the time of the appointment, or (c) the client requires an appointment reschedule or cancellation but fails to notify **Broomz & Mopz** within the allotted timeframe (**72-hours before appointment**). The client will be given a 15-minute grace period to notify the cleaners before the appointment is canceled. In the event of weekends or last-minute service requests (that is, flash to bang time from the appointment being scheduled to the actual service being conducted) within **72 hours**, client will incur a **\$50 convenience fee**. **All fees for PCS/military or moveout cleanings must be paid 24hrs before the cleaning occurs-deposit must be paid within 24 hours after the walkthrough** (unless client is moving from one home to another in the same servicing location areas). **Fees can be paid the day of, before the cleaning begins**. Fees for recurring clients and one-time clients are due within **72 hours** of the cleaning. If not paid by 72 hours, a **\$5 late fee will incur per day late** and could result in refusal of future

services. If a client has a history (at least once) of paying beyond the 72-hour grace period, B&M has the right to request future payments upfront. **Rates and fees are subject to change and can be different from another client.**

### **Appointments/Cancellations/Rescheduling:**

Appointments, cancellations, and rescheduling require at least **72 hours (3 days)** notice **prior** to the appointment date. This time window allows adequate opportunity for **Broomz & Mopz** and clients to establish a new service date/time. Cancellations requested **72 hours** prior to appointment date **WILL** receive a full refund of the deposit and any fees paid. All clients must be flexible when making appointments. Appointments are based on availability only and are first come first served. Clients have a 24hr window response time for accepting appointments. If a response is after the 24hr window, you will be put back on the waiting list. If you are not on our waiting list, you will have to re-initiate service.

**Broomz & Mopz** does understand that life inevitably happens, and will work to accommodate, as necessary, therefore communication will be paramount, and any last-minute changes will be assessed on a case-by-case basis. Please allow a **15-minute grace period** for our cleaners to arrive before contacting us for our ETA. If our cleaners arrive beyond the **15-minute grace period**, you will be contacted immediately. If anyone in the home is sick, please notify **Broomz & Mopz** immediately so that appointment can be rescheduled for a later date. With our newest pandemic, Covid-19, if any of our cleaners are sick or has any flu or covid-19 like symptoms, we will cancel the service immediately and reschedule. Clients can only book a month (availability based) in advance and must pay the booking deposit before dates are confirmed. If parking is not located (in proximity/reasonable distance) for our cleaners within 15 minutes of the appointment time, the appointment could be canceled and /or rescheduled. This is no fault to the client; however, it is a huge inconvenience to our next appointment. If the client has parking available, this must be coordinated for our cleaners before or during the cleaning appointment. (if applicable)

### **Pets:**

We love pets! Be sure to put away your pet/pets in a safe place during the cleaning process so they are not disturbed, harmed, or scared. If pets are found to be unsecured at time of service, the cleaner will **not** conduct service of your home, unless prior notice is given regarding unsecured pets. The cleaner will try to contact the client to secure the pet before service starts. If a client cannot be reached, then emergency contact will be contacted. If contact attempts are unsuccessful, service will be cancelled resulting in forfeiture of any paid deposit(s). If you have a pet, there will be a **\$50 pet surcharge initial cleaning fee (this will be accessed during the walkthrough or during communication regarding the cleaning)**. This is not a penalty for having a pet, it only helps B&M to supply the necessary cleaning materials for pets. (excluding fish, ants, or snakes, tank pets etc.) It also reimburses **Broomz & Mopz** for the requirement of added time to complete the service. **Broomz & Mopz** is not responsible for any lost or runaway pets. Our cleaners will do their best to ensure pets do not escape by being cognizant of doors or windows left open by us. If pets are left unattended while cleaning occurs, we are not responsible for any damage or unclean surfaces caused by the pet.

### **Vacations, Holidays, & Weekends:**

Family is a high priority within the Broomz & Mopz Company. Vacation time is important to us, whether it is with our client's family or ours. If vacation time arises, for recurring clients, please make prior arrangements for us to service you or postpone your cleaning. November and December are our high vacation times. Our employees will take priority with vacation time off. Our regular clients will be serviced; accordingly, however, one-time clients or new clients may be scheduled once there is availability. *Airbnb cleanings are excluded from holiday restrictions. Vacation and weekends will apply.*

### **Media-Image/Video:**

**Broomz & Mopz** may collect media such as photo images and/or video of your home during the cleaning process. Any media obtained may be used for future company marketing, advertising, training and/or to highlight the cleaning

abilities of *Broomz & Mopz*. Collected media may also be uploaded to the *Broomz & Mopz* website and/or social media page, primarily to be used to highlight before/after displays to further aid in marketing and advertisement. Photos or videos of the home are not taken to identify the client personally; however, some photos may be included in the picture but will not purposefully identify the family. If this accidentally occurs, we can rectify the error by simply removing the photo from our social media or website. If you see your photos used, we advise you not to comment on the photo for identity purposes only. If you do not consent to or do not wish for collected identifiable media from your dwelling to be published or used for marketing purposes, please alert us during the initial walkthrough.

### **Services Not Offered:**

We do not specialize in window cleaning; however, we will only clean the inside and those we can reach, and we cannot guarantee the professional look of the finished product, as this is not our specialty. Organizational services are not offered; however, we can give you an “organized mess”, meaning the area will not be professionally organized, but will be cleaned to our standard. We do not clean walls or inside areas without adequate lighting such as crawl spaces/basements or attics. We do not clean areas outside the home, such as washing exterior windows, front porches, patios, extended outside rooms or garages. We will not wipe bulbs and glass fixtures (only dust), clean chandeliers (only dust), put away or do dishes, cook, clean TVs and computer monitors (only dust), move or lift anything over 25lbs, step higher than 2 steps on a ladder, clean bio-hazards (mold, blood, feces or bodily fluids), hoarding-high levels of trash/ debris, remove recycling (only residual trash), clean animal waste, let pets in/out, clean cat litter box and on floor, clean insects /rodents, heavy scrubbing walls/doors, folding clothes/ laundry, and post construction cleaning (only when contracted or discussed during the walkthrough). We will not clean personal items such as jewelry, or antiques.

### **Hazards/Infestations:**

Upon arrival of a home or during the walkthrough, if we feel that a home is unsafe or contains hazards of any kind such as chemicals/explosives, structural damage, electricity, or fire, we will immediately refuse and vacate the property. If there is an infestation of pests such as bedbugs, roaches, or fleas/ticks, rodents, etc, we will immediately vacate the home. The client will be notified once we have vacated the home. The decisions/judgement calls will be made on the spot to ensure the safety of our family and employees. The service and fees will be discussed after the client is notified.

### **Damages:**

If we are responsible for any damage to your home or items in your home, we will leave a note or incident/damage report or notify you if you are present during the incident. We will make every attempt to repair, replace, or compensate you for any items that we have damaged. We will not assume liability for pre-existing damage, scratches, dings, in windows, paint, furniture, floors, walls, etc or items that are not properly secured in a proper manner. If a recommendation is made by us and the client refuses to adhere to it, and damage does occur, we are not liable for the damage. For example, if we recommend not pulling out the stove because it may scratch the floors and the client does not adhere to it and allows us to commence and damage occurs, we are not liable per the waiver the client signed. We are licensed, insured, and bonded.

### **Wear & Tear:**

Wear & tears are normal within our homes the longer we occupy them. Items such as baseboards, shower basins, tubs, mold, excessive water spots and soap scum on plastic/glass shower doors will impact the results. Although our results are excellent, some surfaces may have a lower cleaning appearance and may require a more routine cleaning. Stained floors may require repairing and therefore may not be improved by mopping. Engineered flooring may not produce the quality of shine as real hardwood flooring.

**Disclaimers:**

Please allow for minimal post-service dust settlement. Dust and other particles, such as pet hair/dander (if applies) may be stirred up during cleaning and unfortunately cannot be prevented. Please also keep in mind that many local buildings may be serviced with hard water. Cleaners will exercise due diligence to remedy hard water stains, calcium and other mineral deposits on surfaces and faucets. Dependent upon the age and severity of stains found throughout the home, **Broomz & Mopz** cannot guarantee complete stain removal for the following: floors, doors, walls, appliances, sinks, mirrors, outlets, faucets, tiles, cabinets, counters, windows, windowsills, radiators, ceilings, toilets, tubs, showers or any surfaces that water may encounter.

**Broomz & Mopz** stands by its cleaning standard and is confident that this standard will meet or exceed housing and rental agency standards. For off-post/base clients, **Broomz & Mopz** is not liable for ensuring the return of rental deposits from any off-post property owners. **Broomz & Mopz** is not liable for any items or individual property left or damaged at the home during/after cleaning. If items or individual property is left, it will be considered trash and will be disposed of properly. If bulk or heavy items such as appliances or furniture is left in the property (and should not be), it may remain or may be removed by our cleaners and is then considered trash.

**Broomz & Mopz** is not responsible for any items lost, stolen, or damaged outside our window of service. **Clients who schedule a moveout must be completely moved out of the home.** This is to ensure that the home is properly and thoroughly cleaned. This also helps the cleaning process go as scheduled. If the client is not completely moved out, the cleaners will skip the area or clean around the occupied spaces. This can also cause an increase in your rate if the time is extended due to the client not being completely moved out, preventing the cleaners from cleaning and waiting on those areas to be vacant. Please note that not all homes are the same and that cleaning times are subject to change depending upon the number of cleaners, home size, & cleanliness on the day of the appointment.

**Our Promise to YOU:**

**Broomz & Mopz** is committed to 100% client satisfaction, and as such all services rendered are guaranteed! We will always rectify any issues in a way we see fit, therefore, if any major key item or area has been overlooked (e.g., microwave, toilet, room, etc.), please contact us at **706-910-8957 within 24 hrs.** of your completed service appointment. **Broomz & Mopz** pledges to address and resolve any deficiency as promptly and professionally as possible.

\_\_\_\_\_

Signature/Date

\_\_\_\_\_

Broomz & Mopz Representative/ Date

**\*\*Any and/or all information in this document is subject to change, client adheres to our company policy and client acknowledgements by signing and dating this document.\*\***