

# Olimpia Premier Cleaning

## Terms & Conditions

## Services Offered

We'll provide the following cleaning services at your location:

- Residential / Commercial / Office / Other
- We recommend a deep clean for first-time cleaning visits.
- Services may include: vacuuming, mopping, dusting, sanitizing kitchens and bathrooms, trash removal, and optional window cleaning etc.
- Organizational Services/Organizing Spaces

## Cleaning Schedule

- One-time
- Weekly
- Every 2 weeks
- Monthly
- Custom

## Payment Info

- **Payment is due the day of service.**
- Late payments over 90 days go to collections unless an agreement is reached by both parties.
- Returned check fee: \$25

### **IMPORTANT:**

A late fee of \$25 will be added to payments not received within 7 days of your cleaning service unless otherwise discussed with Olimpia Cleaning Services.

*OPC will give you a 30 day notice for any price increase\**

### **Payment Methods Accepted:**

- Cash / Check (please use sealed envelope)
- Debit/Credit w/Convenience Fee
- ACH/Convenience Fee
- Zelle: 720-413-3359
- Venmo: @Olimpia-Loera

***Include your name, service address and service date for Zelle/Venmo/Check***

## Cancellations & Rescheduling

- Please give **48+ hours courtesy notice** for cancellations or changes.
- Less than 24-hour notice will incur a = 50% service fee.
- Skipping a scheduled clean? Your next one stays the same — **we don't shift your whole schedule.**
- **If you skip a scheduled cleaning you extend the time between cleanings (your price is based on frequency), there is a \$25 fee added to your next cleaning when you skip.**
- We cannot guarantee same day of the week availability if you skip/reschedule.
- Holiday date changes are allowed without additional fees.

## Supplies

We bring our own supplies and equipment. If you want us to use your products or vacuum, you'll need to provide them — and you're responsible for any damage they might cause. Olimpia Cleaning Services is not liable for damages caused by your products.

## Home Access

For the best results, please give our cleaning technicians plenty of space to clean, we are happy to start in the areas that are not occupied.

Make sure we can safely get into your home during scheduled times. If we can't get in (no key/code/etc.), there's a 50% of service fee for the missed visit.

## Maintenance

Olimpia Cleaning Services recommends scheduling a **deep cleaning at least twice per year** in addition to your regular cleaning services. Deep cleans allow us to address areas that are often overlooked or less frequently maintained during standard cleaning visits, such as behind and under appliances, baseboards, detailed fixture cleaning, and other hard-to-reach spaces. Regular deep cleaning helps maintain the overall condition, cleanliness, and longevity of your home.

## Satisfaction Guarantee

Not happy? **Send us a picture within 24 hours of your service**, we will do our best to return at a reasonable time to fix it or give extra attention to that area the next time we visit.

## Pets

We love pets! But for safety and to work efficiently, please keep them in a separate area during our visit. We're not responsible if pets escape while we're there during the cleaning visit.

## Security/Alarm Systems

**Client Responsibility:**

- Clients are responsible for providing clear instructions for operating their home security system and window/door alarms before service begins.
- Instructions should include alarm codes, bypass procedures for certain zones (such as windows being cleaned), and any unique details about the system.
- Cleaning technicians will follow the client's written instructions carefully when entering and exiting the property.
- If unsure how to disarm or reset the alarm, employees will immediately contact the client before attempting to proceed.
- If an alarm is accidentally triggered, cleaning technicians will:
  - Contact the client right away.
  - Remain at the property until the situation is resolved.
- The company will not be responsible for fees from false alarms (such as police dispatch or alarm company charges) unless the trigger was due to cleaning technicians negligence or failure to follow written instructions.
- Clients should inform the company of any window/door alarms that are particularly sensitive or may be affected by cleaning.
- Cleaning technicians will take care when cleaning around alarm sensors but cannot be held responsible for malfunctioning or overly sensitive sensors.
- Clients must acknowledge this policy as part of their service agreement.
- Any alarm instructions provided should be in writing and kept on file.

## **Damages**

If something gets damaged during cleaning, we'll:

- Let you know right away.
- Take photos and report it.
- Get two repair estimates and pay for the lower one.
- You can choose your own repair company and cover any cost difference.

We're not responsible for damage from products you provide or existing damage.

## **Insurance**

We're insured and bonded. Proof available on request. Please remove valuable and fragile items before cleaning.

## **Gratuity**

Tips are not required but always appreciated! If you leave a tip, please label it clearly so our team knows it's for them.

## **Communication**

Communication is the key to a successful business-client relationship, your cleaning service is customized to meet your needs. Please contact our office — not the cleaning crew — to:

- Add or change services (such as adding sheet change etc.)
- Discuss areas to clean (notes on doors are helpful to avoid cleaning rooms that do not need to be cleaned)

We'll always have someone available to talk to during business hours (720)-413-3359.

## Construction Notice

If there's construction or repair work in your home, we'll charge an extra fee. Extra dust and debris mean more work for us — please give us a heads-up if anything is scheduled.

## Ending Services

You or we can cancel services by providing a written notice:

- **Recurring clients:** 30 days
- **One-time clients:** 24 hours
- **Commercial clients:** 6 Months/12 Month

This agreement follows the laws of Colorado. OCS can refuse service for any reason. By accepting services you agree to the Terms & Conditions.



Olimpia Loera| Owner

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