

T&T's GOLDEN TOUCH LLC

Service Agreement and Policy



Welcome To T&T's Golden Touch LLC!

Whether we have been serving you and your family for some time, or we have just met, we are so glad you are here! We take pride in our professional relationships and know that working in your home is a privilege. T&T's Golden Touch LLC aims to be flexible, understanding, and accommodating, and we greatly appreciate the same from you. To make our relationship simpler and avoid any surprises going forward, we have created this Service Agreement and Policy Guidelines. Please know that we are just a phone call away from discussing any concerns or changes that we need to make to ensure your service is in line with our "Golden Way" standards.

Service Agreements

*We generally do not move heavy or **large furniture**. If you require this, please request it in advance so we can evaluate the need for assistance. We do not want our employees to sustain injury or damage your flooring.*

*We love **pets**. If you feel better having your pet secured during your service, please let us know or have them ready for us. We cannot accept any responsibility for any incidents arising while we are in the home related to your pet.*

*Please secure or safely stow **precious items or valuables** prior to your service. This will eliminate potential accidents involving a feather duster and an heirloom teacup!*

***Client referrals** will earn you a \$25 credit, credited after the third completed service for your referral!*



Residential Cleaning Contract

Please initial:

Initial Services Rate

One-time, occasional or first-time cleanings are charged at an hourly rate. A 4 hour minimum charge of **\$240** for a basic deep cleaning package (no exceptions) will be applied to all services if the client refuses an entire house clean at a package price. Recurring weekly, bi-weekly and monthly cleanings are a flat rate charge.

Add-ons- Anything outside of our agreed upon scope of work including the cleaning of rooms not originally included in the estimate/bid are considered add-ons and additional fees may be applied. All add-ons must be scheduled ahead of time.

Lock Out Policy- If Client will not be home during cleaning, providing T&T's Golden Touch LLC cleaning team with a key, leaving a concealed key, or providing us with a garage or door code to enter is the most efficient way for you to provide us with access to your home. If we arrive for a scheduled service and are unable to access your home a **\$75 lock out fee plus the amount of your service for that day** will be charged and must be paid before the next scheduled cleaning.

Appointments and scheduling- All appointment times are approximate. Please allow a 60-minute window for appointment times. Many variables can affect our arrival times, such as weather and road conditions (especially in the winter), client cancellations, lockouts, appointments taking longer than expected, etc.. Leaving a key for us is the most efficient way for you to provide us with access to your home. For hourly appointments we reserve your appointment for the time you book (ex: 9am -12pm) Your T&T's Golden Touch LLC cleaner/s may not be able to stay beyond your service end time (ex: after 12 pm), so please ensure you reserve as much time as you would like. You will only be charged for the time your service takes so we recommend extra time if you don't have a time/price limit.

Effectiveness- Please be prepared for T&T's Golden cleaners before we arrive, we can do a more thorough job if the house is prepared before we get there. Smaller items should be picked up off the floor and dressers and counters should be somewhat organized before we arrive in order to allow the cleaning staff to clean more thoroughly and stay on task without going over on the time scheduled. Have personal items cleared away and rooms ready to be cleaned. If you have children, please put away toys as well. If we have to pick declutter before cleaning a \$25 charge per room will be applied to your final bill. Note: "This applies to new and recurring clients due to the amount of time that is being added to appointments without compensation".

Recurring Appointments- While we aim to send the same team to your home each time, we may send a different team or one of the two T&T's Golden Touch Cleaners may be different due to staff illness, vacations, or scheduling conflicts. At times we may also need to reschedule your appointment, though we do everything we can in the event of a staff shortage to minimize disruptions, we do ask for your patience and flexibility. If we cannot send a different team we will notify you as soon as possible and work with you to reschedule your appointment at your earliest convenience.



Residential Cleaning Contract

_____ **Cancellations-** Please provide at least **48 hours' notice when cancelling. If we receive less than 48 hours' notice, you will be charged 50% of your cleaning rate. If we receive less than 24 hours' notice you will be charged full price.** Payment is due before or on your next cleaning service plus current cost of service before any service is started. If fees are not paid upon arrival T&T's Golden Touch LLC have the right not to render services until your account is paid in full. Due to continuously last minute and day of cancellations new and recurring clients are required to pay a deposit. Deep, one time, and first time cleaning are charged a **\$75.00** deposit cash, credit or debit only. Recurring clients are based on the total amount of your flat rate service ranging from **\$25 and up NO EXCEPTIONS!** Cancellations can be made either by phone 770-325-5228 or thru text message if you prefer. If you are a weekly account and skip 2 or more times in a row we reserve the right to charge the full cost to cover additional time to clean. If you are a bi-weekly account and skip 1 or more times the same fee applies. If T&T's Golden Touch LLC cancels for any reason, this policy does not apply.

_____ **Payment- Payment is due at the time of services rendered.** If payment is not received upon arrival, the appointment will be rescheduled. T&T's Golden Touch LLC accepts cash, checks, credit cards, and CashApp. **Checks can be made payable to: T&T's Golden Touch LLC.** We do not accept post-dated checks. **There is a \$35 fee for all returned checks.** If paying by check, please set on the kitchen counter before your scheduled cleaning.

_____ **Sick Policy-** If anyone in the home is sick with a contagious illness (flu, covid, cold, pneumonia, chicken pox, lice etc.) please reschedule your appointment. We want to limit the possibility of transferring illnesses from one home to another. To be fair to all the customers and staff, please wait until you are well again. We will also not send a sick employee to your home for the same reasons.

_____ **Bodily Fluids-** T&T's Golden Touch LLC **DOES NOT** clean animal cages, litter boxes, animal droppings, human or pet feces, urine, blood, vomit, soiled clothing or similar biohazards. If this interferes with the process of cleaning at the appointment it will be rescheduled for another time. If repeated interference with the aforementioned happens again, services will be terminated. If unsanitary conditions or items are encountered, we reserve the right to immediately vacate the premises and request a full fee payment.

_____ **Pet Fee-** There is an additional **\$50 pet fee, per service** due to the amount of time it will take to clean your home. Reason being is that once their hair starts to shed the cleaning process takes more time, and requires more elbow grease to remove from all furniture and surfaces.

_____ **Speciality Green Cleaning** and the products are costly; so in order for us to provide this service and to ensure that we are taking every precaution to protect the health of you and your family an additional **\$50 fee** will be added for this service to help cover the cost of cleaning product, tools, and, equipment needed for this particular service.

_____ **Access** For safety, please ensure all access routes are safe and clear to pass including driveways and walkways.



Residential Cleaning Contract

_____ ***Estimates are estimates only! Cleaning may take more or less time than quoted. You will be charged for the time it takes to clean at our hourly rate. If you have a maximum price, simply let us know and we will stop cleaning when the time is up. Our estimates are based off of the information submitted to us deriving from phone consultations, or in home consultations.***

Please note: Phone consultations are blind estimates; we have not seen your residence and are using the information you have provided us in order to generate an estimate which may not include information about various factors that could affect your price. When we arrive for a scheduled appointment we will evaluate your home and provide you with feedback and an opportunity to voice any concerns you may have regarding the duties to be performed and their corresponding prices. Again, an estimate is simply that: an estimate. If we require more time and your appointment will cost more than quoted, then we will contact you to get your authorization. If you have a limit for the amount you'd like to spend, we will NOT exceed it.

For example, if you'd only like to spend \$200 on your cleaning, we will stay for 4 hours. 4 hours x \$60=\$240. If we have quoted you 4 hours of cleaning and require 6 hours, we will ask you if that's okay, and you will pay for 6 hours, not 4. If you'd like us to stop at 4 hours, then we will; however, our guarantee will not apply to any services where our time is limited. If we need 6 hours to clean, then we must be given the full time we need. Often, clients change the scope of the work involved by adding on other tasks or rooms post-estimate, and **these changes will increase the time we need**, if you need additional work done, please ensure you increase the time of your appointment prior, as the team can't stay longer than the amount of time you have booked.

_____ ***Rate Changes- T&T's Golden Touch LLC reserves the right to re-evaluate and change rates at any time based on the amount of time it takes to perform services to meet the client's standards. T&T's Golden Touch LLC monitors the amount of time it takes to clean your home for the first two months of service, and occasionally thereafter. T&T's Golden Touch LLC will contact the client to discuss possible price or service revisions if the cleaning time differs from the given estimate/bid or at any time T&T's Golden Touch LLC deems necessary.***

Supplies:

T&T's Golden Touch LLC will provide all equipment and supplies unless the client prefers to provide their own equipment or special products that are preferred.

Weather:

T&T's Golden Touch LLC will be closed when extreme weather occurs or causes dangerous and hazardous driving conditions. We will give every effort to re-scheduling your appointment as quickly as possible.

Weekend and Holidays:

T&T's Golden Touch LLC will be closed on weekends and the following National Holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve as well



Residential Cleaning Contract

as Christmas Day. If your cleaning falls on any of these days and you would like to reschedule around them, please contact us. NOTE: Holidays fill up very quickly so please do not hesitate to reschedule early.

24 Hour SATISFACTION GUARANTEE:

The client's satisfaction is our primary objective! "The Golden Way"! See your home in a new light! And if you are dissatisfied for any reason, T&T's Golden Touch LLC will come back at no charge to you within 24 hours and make it right!

Breakage/Damage:

T&T's Golden Touch LLC takes great care when cleaning your home, but occasionally accidents do happen. Our policy is to inform you immediately when an accident occurs but if you notice any breakage or damage please notify us immediately (no later than 24 hours) after service so that we may take appropriate action. Please point out items that are irreplaceable due to sentimental or monetary value as we would prefer to avoid touching such items.

If you are pleased with our services, feel free to like us on Facebook and/or leave a review. Reviews can also be submitted via Google or Yelp. Occasionally reviews will be requested, please support T&T's Golden Touch LLC in giving your feedback.

By signing below the client fully understands and agrees to the contents of this agreement.

Client Signature: _____

Date: _____

Contractor Signature: _____

Date: _____



Residential Cleaning Contract

This Residential Home Cleaning Agreement is made effective as of _____ by and between _____, of _____, _____, Georgia _____, (hereafter referred to as "Client") and **T&T's Golden Touch LLC of 1572 Hwy 85 N Suite 506, Fayetteville, GA 30214** (hereafter referred to as "Contractor").

JOB DESCRIPTION: Beginning on _____, Tamarette D Patterson and cleaner/s will provide the following Residential Cleaning services listed below but more in detailed cleaning including oven and refrigerator if the client/s has scheduled a deepcleaning. (collectively, the "Services"):

BASIC CLEANING LIST

- Remove cobwebs
- Clean all doors/door frames
- Clean all window sills and window frames
- Sweep, Vacuum, Mop all living areas
- Clean all light switches and outlet covers
- Polish furniture such as tables and stands
- Polish all wood surfaces with Murphy's Oil unless otherwise directed
- Clean all mirrors
- Wipe down Washer and Dryer
- Clean stairs (if applicable)
- Dust pictures frames and objects on shelving units
- Wipe down all counters
- Spot clean cabinets when needed
- Remove trash from all receptacles and provide liners.
- Vacuum Upholstery
- Wipe down leather couches and chairs
- Disinfect and polish exterior of tub and shower aswell as cabinets
- Scrub, Disinfect and Clean shower/tub/shower doors
- Disinfect the inside of the toilet bowl, toilet seat, base of toilet and behind as well.
- Clean inside the microwave and exterior
- Clean exterior of oven and top of the stove
- Disinfect countertops
- Scrub and clean kitchen sink
- Clean and polish all exterior appliances and dishwasher
- Dust all visible air vents and light fixtures
- Additional services may be provided upon request

In addition to the services above, Tamarette Patterson and cleaner/s will also provide any additional residential home cleaning services as assigned and requested.

All home cleaning duties shall be performed without disturbing _____, guests, or other persons or individuals occupying the premises.



Residential Cleaning Contract

All services included in this Agreement will be completed at _____, Georgia, _____.

INSPECTION OF WORK. _____ retains a general power of inspection of results for the purpose of determining that the contracted work is completed according to the terms and conditions agreed between the parties. This general power includes the right to inspect, the right to stop the work, the right to make suggestions or recommendations as to the details of the work and the right to prescribe alterations or deviations in the work.

ENTRY. 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 entry of the home for T&T's Golden Touch LLC, Tamarettte Patterson, the client will sign this as a release form stating that T&T's Golden Touch LLC will not be held liable for any damages or theft to the clients home.

PAYMENT. Payment shall be made to T&T's Golden Touch LLC, 1572 Hwy 85 N Suite 506, Fayetteville, GA 30214, in the amount of _____ on or before due at the time of services being rendered. T&T's Golden Touch LLC has a "no payment/no clean" policy.

In addition to any other right or remedy provided by law, if _____ fails to pay for the Services when due, Tamarettte Patterson or any employees of T&T's Golden Touch LLC has the option to treat such failure to pay as a material breach of this Agreement, and may cancel scheduled appointment and any thereafter. Acceptable forms of payment are Cash, Check made payable to T&T's Golden Touch LLC, Credit Cards (please fill out Authorization Form), or CashApp.

SAFETY. If for any reason a cleaner of T&T's Golden Touch LLC feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be held liable for the full cost of services.

TERM. This Agreement may be terminated by either party upon 30 days prior written notice to the other party.

HOURS OF WORK. The Services described herein should be performed between the hours of **9:00 am** and **5:00 pm**.

HIRING, SUPERVISING, AND PAYING ASSISTANTS. Tamarettte Patterson may employ and direct such personnel as they require to perform the contracted work as indicated herein and shall secure any or all permits that may be required in order to perform the work herein contemplated. Tamarettte Patterson shall exercise full and complete authority over any hired personnel, shall comply with all Worker's Compensation, employer's liability and other federal, state, and municipal laws, ordinances, rules, and regulations required of an employee performing services as herein contemplated and shall make all reports and remit all withholding or other deductions from the compensation paid their personnel as may be required by any federal, state, county, or municipal laws, ordinances, rules, or regulations.



Residential Cleaning Contract

FURNISHING OF EQUIPMENT. *Tamarette Patterson shall provide for their own equipment and materials necessary for performance of this Agreement.*

INSURANCE. *Tamarette Patterson, at its own cost and expense, shall procure and maintain throughout the term of this agreement insurance through **American Family Insurance Agency**.*

CONFIDENTIALITY. *Tamarette Patterson, and its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of Tamarette Patterson and T&T's Golden Touch LLC, or divulge, disclose, or communicate in any manner, any information that is proprietary to _____ . Tamarette Patterson and employees, agents, and representatives will protect such information and treat it as strictly confidential. This provision will continue to be effective after the termination of this Agreement.*

DEFAULT. *The occurrence of any of the following shall constitute a material default under this Agreement:*

- a) The failure to make a required payment when due.*
- b) The failure to make available or deliver the services in the time and manner provided for in this Agreement*

REMEDIES. *In addition to any and all other rights a party may have available according to law, if a party defaults by failing to substantially perform any provision, term or condition of this Agreement (including without limitation the failure to make a monetary payment when due), the other party may terminate the Agreement by providing written notice to the defaulting party. This notice shall describe the detail of the default. The party receiving such notice shall have 10 days from the effective date of such notice to cure the default(s). Unless waived by a party providing notice, the failure to cure the default(s) within such time period shall result in the automatic termination of this Agreement.*

ENTIRE AGREEMENT. *This Agreement contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Agreement. This Agreement supersedes any prior written or oral agreements between the parties.*

AMENDMENT. *This Agreement may be modified or amended in writing, if the writing is signed by the party obligated under the amendment.*

GOVERNING LAW. *This Agreement shall be construed in accordance with the laws of the State of Georgia.*

NOTICE. *Any notice or communication required or permitted under this Agreement shall be sufficiently given if delivered in person or by certified mail, return receipt requested, to the address set forth in the opening paragraph or to such other address as one party may have furnished to the other in writing.*

SIGNATORIES. *This House Cleaning Services Agreement (the "Agreement") is dated as of , 2021, by and between **Tamarette Patterson** ("Contractor") and _____ ("Client") (collectively the "Parties").*



Residential Cleaning Contract

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Client Signature

Contractor's Signature

--	--

Date

Date



Residential Cleaning Contract

T&T's Golden Touch Cleaning Services LLC

Business Phone: (770) 325-5228

Business Email: tamarett@ttsgoldentouchllc.com

Name: _____ **E-mail:** _____

Address: _____ **City:** _____ **Zip:** _____

Preferred Payment Method: ___Debit/Credit ___Cash ___Check ___Zelle ___CashApp

Credit/Debit Card Number: _____

Expiration Date: _____/_____/_____

CVC Security Code: _____

Number of family members in home: ___ **Number of pets in home:** ___

Type of Home:

- Single Family
- Townhouse
- Apartment
- Other: _____

of Bedrooms: _____

of Bathrooms: _____

Square Footage: _____

Rooms to be cleaned:

- | | | |
|--------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Kitchen | <input type="checkbox"/> Attic | <input type="checkbox"/> Rec. Room |
| <input type="checkbox"/> Family Room | <input type="checkbox"/> Basement | <input type="checkbox"/> Hallways |
| <input type="checkbox"/> Living Room | <input type="checkbox"/> Garage | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Dining Room | <input type="checkbox"/> Utility/Mud Room | |
| <input type="checkbox"/> Stairways | <input type="checkbox"/> Office/Den | |

Type of Cleaning:

- | | | |
|-----------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Standard | <input type="checkbox"/> Party/Special Occasion | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Move In/Out | # of Cleaners: ___ |

Entry:

- Door will be unlocked
- Key ___Agreed upon spot ___Copy of Customer's Key
- Customer will be home
- Garage Code _____



Residential Cleaning Contract

- Alarm System Code* _____
- Other* _____

Special Instructions: _____

- Once*
- Weekly*
- Bi-Weekly*
- Monthly*
- As Needed*

How Often:

- | | | | | | | |
|--------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> <i>Mon</i> | <input type="checkbox"/> <i>Tue</i> | <input type="checkbox"/> <i>Wed</i> | <input type="checkbox"/> <i>Thurs</i> | <input type="checkbox"/> <i>Fri</i> | <input type="checkbox"/> <i>Sat</i> | <input type="checkbox"/> <i>Sun</i> |
| <input type="checkbox"/> <i>9-11</i> | <input type="checkbox"/> <i>12-2</i> | <input type="checkbox"/> <i>3-5</i> | <input type="checkbox"/> _____ | | | |

Preferred Days:

Preferred Arrival Time:

Do you have preferred products you will provide? Yes/No Which ones? _____

Additional Services: _____

Estimate: _____ **Accepted amount for agreed cleaning(s):** _____

Customer Signature

Representative Signature

Date: _____

Date: _____