



T&T's Golden Touch LLC

Service Agreement and Policy

This policy & contract is meant to be a shorter version of the previous documents that were agreed upon prior to setting up services and not to replace them. Due to the prior contract & policy not being read in its entirety many polices have been defaulted on numerous occasions. Now that a new system is in place and the company is growing changes had to be made so that means polices are now being enforced. Please know that this was not easy or a personal attack but a general change for everyone. T&T's pray to be around for your family for generations to come and we are blessed to be apart of your family as your service provider. Thank you all for entrusting your home into our care and hands. We will continue to provide Golden services with high standards and excellence. As our motto states, "There is Always Something Golden Hidden in The Hands of Those Who Serve You".

"The Golden Way"



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 appreciative that you're here! We take pride in our professional relationships and know that working in your home is a privilege. T&T's Golden Touch aims to be flexible, understanding, accommodating, and we greatly appreciate the same from you. To keep a positive and respectable relationship, as well as avoid any surprises going forward, we have taken the liberty to make a much shorter version of our contract & policy and implement the most important content from our documents because majority of the time the contract & policy is never read in its entirety as recommended by the owner. Every topic that is in the contract & policy prior to setting up your initial service is still important and will be enforced by T&T's Golden Touch. Please know that the changes was not easy but is necessary in order to run this business successfully. We know that some are uneasy about the changes that have been made but we assure you that Mrs. Tam will be involved every step of the way. There will always be an open line of communication with Mrs. Tam if any issues shall arise that cannot be resolved by members of management. There will be a Supervisor on each team which consist of two employees and they will be your initial contact. We are just a phone call away if you have any questions, concerns or changes that we need to make to ensure your service is in line with "The Golden Way" standards. Being that we are expanding Mrs. Patterson will only be working in the field when it is necessary. All rules will be enforced so know that this is not a personal act or attack but assurance of consistent work for our employees. We still take pride in the consistency of the work that is perform on T&T's watch as well as our commitment to you as a loyal client.

Service Agreement

Your Schedule Your scheduled time and day of the week is bordered by many appointments. Please help us to be consistent by committing to this day and time. We will always try, but may not be able to immediately accommodate changes.

Lock-outs We must reserve the right to invoice for a \$75 inconvenience fee for service if we arrive to clean but cannot gain entry. Repeated non entry will result in service being paid upfront, which is 48 hours in advance before your service date. All service that is on the pay prior list is non-refundable. This mean that your next service will require another payment upfront due to lock-outs after showing up for the job. We ask that if you are going on a vacation, have a doctor's appointment, etc. that you provide our company with a key or door code for entry. All of our workers are trained to enter and exit your home in the safest manner possible as well as avoiding personal properties. That means locking entry door after service is completed. All keys or door codes will only be provided to the Supervisor who is scheduled for your service, which this will be the same Supervisor for every visit. Please note that if another supervisor will be filling in for your regular Supervisor, an advance notice will be given. As we try to notify within 48 hours of your scheduled appointment there will be times when we are not able to provide a 48 hours' notice due to unexpected illness, family emergencies, etc.. but the effort will be made.

Cancellations Please request cancellations a minimum of 48 hours prior to your service. Late cancellations will incur a 50% cancellation fee, unless your service can be re-scheduled in the same week. That means booking in the afternoon or evening without going past 5:00 pm. We understand things happen unexpectedly and most times it's out of our control so we empathize with you when those situations occur. Please be mindful that continuously canceling or



rescheduling appointments will result in full payment of your missed service. Payment for your next service is due 48 hrs. prior to your service date or we will not be able to service your home. When your appointment is continuously being rescheduled this is an inconvenience for the company when new or potential clients are waiting to be placed on the list. When clients are given recurring days and time we try our best to stay consistent and stick to those days and time so that others can have the opportunity to be scheduled for services as well. This also messes up the flow of work for our employees who has been hired to service your home as well as others. We truly understand things happen but continuing acts are starting to inconvenience business which is now putting the company in a state of having to enforce rules that was agreed upon prior to starting recurring services. We do not want to part ways with our clients as we have grown to love each and everyone as family but business is business and sometimes family has to be given choices that hurt but it's for the betterment of everyone that's involved. If you feel as if recurring service is to much for your budget we always have reoccurring services but at a first come first serve basis.

New Hires When there are new hires within the company we will notify each client so that you all are aware of the changes without surprises. Like I mentioned earlier sometimes changes can be an uneasy route but they are necessary for growth. So every new hire will have the chance to visit your home at least twice so that you can become acquainted with them in case your regular Cleaning Technician have to take a day off from any emergencies or illness.

Holiday's For statutory holidays we will call in advance to reschedule your service as we do not work on major holiday's. If your service is scheduled on a holiday, the day before and, or after the holiday we may have to reschedule for the following business day that is available.

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

Satisfaction If you should find yourself not satisfied with the service provided, please contact us immediately (on the same day of the service or within 24 hours after your service) All services are guaranteed up to 24 hours after each completed service. We will return to correct our work as necessary if found to be cleaners fault. As always, we are completely open to suggestions and feedback. Any little thing that you would like to let us know, please do not hesitate to do so!

Payment Payments may be made by cash, cheque (T&T's Golden Touch LLC), e-transfer, or credit card. Checks are only accepted from recurring clients who are 5 services in. If you would like to pay by credit card but have not previously had the opportunity, please send us your email address so we can get you set up. We appreciate your prompt payment and request payments must be made upon receiving your invoice which is after the completion of services. All payments that are 5 days past due will incur a 5% late fee every 5 days. If payments are continuously being paid late a prior payment will be due once we arrive to your home.

Products and Tools T&T's Golden Touch LLC will provide all products and tools unless otherwise requested. Some of our products are non-toxic and eco-friendly professional grade commercial cleaners, which are available at your request with a \$50 upcharge per service or they can be self-purchased by clients for their home. T&T's also have products, tools, and paper products for sell. Our pricelist can be given at your request. For health and safety reasons, we may refuse to use certain products such as **bleach if client or customer has health problems**. Please ensure that you have a **toilet brush** on each floor of your house as we do not carry brushes from floor to floor..



Other Health Precautions Any obvious bodily fluids etc. (both animal and human) will be strictly avoided. Areas of pest infestations including mice will be avoided. If unsanitary conditions or items are encountered, we reserve the right to immediately vacate the premises and request a full fee payment.

Policies

We are careful and make safety related choices when it comes to **lifting, climbing, and ladders**. Some activities may require a second person or management approval.

We do not clean **television screens** (we dust them and wipe the frames). If television require additional care due to sticky fingerprints or food we will then damp wipe and dry to avoid damaging of property. Please note that we do not spray tv with chemicals.

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 (which is not guaranteed due to insurance coverage restrictions). We do not want our employees to sustain injury or to 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 tea cup!

Please **communicate** any ideas, suggestions, requests, or changes to Mrs. Tam at (770) 325-5228. Mrs. Tam can also be reached by email at tamarette@ttsgoldentouchllc.com. Generally, staff will refer most requests or messages this way.

Our staff receive **performance based bonuses** yearly. Any feedback that you feel is important will help coach our staff toward excellence. Please do not hesitate to share your thoughts. Additionally, leaving a **positive Facebook** or **Google** review will earn your cleaner \$10 and they will be paid out at the end of every quarter.

Client referrals will earn you a choice of a free oven or fridge cleaning, or a \$25 credit, credited after the second completed service for your referral!

Thank You for Having Us!

Tamarette Patterson

Tamarette Patterson



Acknowledgement Signature of Service Agreement and Policy

I _____, have read the service agreement & policy which was provided to me on T&T's Golden Touch LLC behalf. I _____ have a full understanding of the terms and conditions which was given to me by Mrs. Tamarette Patterson the CEO of T&T's Golden Touch LLC. If there shall be any concerns or questions I will follow the chain of command and procedures that was given to me so that the problem at hand will be rectified. If clients or customer refuses to abide by the procedures that have been set in place, services can and will be terminated for future services. Again thank you for your support and business and we will continue servicing your home in consistent excellence "The Golden Way".

Client Print

Owner Print

Client Signature

Owner Signature