

# **TERMS AND CONDITIONS**

## **Our Agreement**

### **Service Agreement**

Shortly after booking, an invoice will be sent to the email address provided by the customer, along with the terms and agreement attached. It does not require a signature, however paying the deposit for a service, ensures that you agree to the terms and conditions. Please read the full disclosure and the pet policy to hinder any delays of your service.

### **Payment Policy**

A \$50 deposit is required to book your service. The remainder of payment is due at the time of service unless we have made other arrangements with you. If no cash or credit card payment is provided at the time of service, full payment for all amounts owed will be processed using the credit card you have on file. For customers with recurring cleaning accounts (for example Airbnb cleaning services), we may also submit an invoice via Wave or PayPal for payment of services rendered. If we charge a credit card on file for a cleaning and you decide later to pay by cash due to it causing an issue with your bank, or you just changed your mind, we may refund this charge to the card on file with the exception that you have provided us with cash first.

### **Late Fees**

Overdue payments are subject to a late fee of \$25.00. In addition, interest will be charged at the rate of ten percent (10%) per month on all overdue amounts. For any house cleaning services, Clean House Solutions LLC reserves all rights available under Georgia law to collect any amounts due and owing pursuant to this agreement.

### **No Show Fees**

If the cleaning appointment is cancelled same day or we arrive at your home and nobody is present or you inform us that you forgot to call to cancel, a \$25 fee will apply.

If a cleaning appointment is cancelled less than 24 hours in advance, a \$25 fee will apply. Both instances will result in a non-refundable deposit.

If you are needing to cancel your entire service, before the 24-hour mark, these requests must be made by telephone. Your deposit will be refunded within 1-3 business days, depending on your bank, day of the week, and holidays.

If a cleaning is rescheduled by the client less than 24 hours in advance, rather than cancelled, a fee of \$25.00 will be charged.

The customer agrees to reimburse Clean House Solutions for all costs (including attorneys' fees) incurred by Clean House Solutions in collecting late and/or non-payments.

Accounts with excessive no show or cancellation rates may be closed by management even if fees are paid. On the rare occasion that Clean House Solutions cancels a scheduled cleaning appointment with less than a 24-hour advance notice, and has no available openings for another cleaning appointment within the next five business days, the next cleaning will be provided at 20% discount.

On the rare occasion that Clean House Solutions must reschedule an appointment with less than a 24 hours

advance notice, a \$20.00 credit will be offered on the next cleaning. If our offer to reschedule is refused by the client for any reason, no credit will be granted.

## **Cleaning Times**

Your scheduled cleaning service time is indicated on the booking confirmation sent to your email. We do our best to be prompt and meet the cleaning time indicated, but traffic and other clients may affect our schedule. If your scheduled cleaner is going to be more than 30 minutes late, we will contact you. If no arrival time is indicated, then the cleaning will be done between the hours of 9:00 a.m. and 5:00 p.m. Please allow a **10-minute grace period** for cleaners to unload equipment upon arrival. Our cleaners appreciate your flexibility. Please allow for an open time frame rather than an exact arrival time when possible.

## **Inclement Weather**

As you know the weather in Georgia can be unpredictable. If there is a storm in progress on your scheduled cleaning day; the office will make a judgment call as to whether the staff will be going out that day. We would never want to jeopardize the safety and welfare of our staff. If we do have to cancel your visit due to bad weather conditions, we will call you to reschedule your cleaning. We ask that you please be aware of the conditions outside of your home on the day that we are scheduled to clean your property. Please keep driveways and walkways, sanded and/or salted so that our staff can access your home without getting injured. If you feel that we may not be able to access the home because of the conditions, please call the office in advance to let us know.

## **Health and Safety**

Due to Covid-19, all cleaners will be required to wear a mask and gloves during the cleaning. All equipment, including electrical, to be used by Clean House Solutions, must be in good working order. Any customers home or business must be a safe working environment so we can do our job properly. Health and safety are important to eliminate any possible accidents. If a home or business is a hazard or cluttered, we reserve the right for our cleaners to take pictures of the area(s) for before and after of what was done.

## **Limitation of Liability**

All items of value that are non-replaceable, one-of-a-kind, sentimental value, collectors' items, trophies, discontinued patterns, family heirlooms, and high-cost crystal-China-ceramic items must be disclosed. These items cannot be cleaned due to insurance regulations. We will not be held liable for items not disclosed and listed on the "Property Condition Inspection Form". We will not be liable for items broken or damaged due to product wear-and-tear, nor damage to or caused by fixtures that are not properly secured such as pictures, mirrors, window treatments, wall coverings, lack of furniture glides for wood floors, lack of scratch covers on the bottom of furniture decor, cabinet mounted appliances, television wall mounts, and household accessories. We will not be liable for damage that is not reported within 24-hours of your last cleaning. We will not accept liability for damages directly or indirectly caused by non-standard company products and equipment requested to be used. Clean House Solutions will only consider liability for the repair or replacement cost of the item damaged or broken. If an item is part of a set, only the cost of the individual item will be considered. If Clean House Solutions is requested by the client to clean windows or window blinds, we will not be responsible for any damage or loss if such blinds are damaged in the cleaning process. Please remove all fragile and valuable

items prior to your appointment. We do not move or re-arrange furniture. So, if you would like certain areas attended to, please feel free to move furniture upon arrival.

### **Service Quality Guarantee**

Clean House Solutions strives to provide outstanding cleaning services for our clients. We prefer to conduct a walk through at the end of services to address any issues, but if this is not possible and you are unhappy with the cleaning service provided, you are required to notify us within 24 hours of service for us to address and correct the problem. If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge. If we do not receive notice of a problem within 24 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to correct the problem for you nor will you be compensated for your inconvenience.

### **Keys, Alarm Systems and Security**

If you as the customer require Clean House Solutions to hold a key (or a lock box/entry code) to enter your home, under no circumstances will we keep your address details with the key/code. You must inform us of any alarm system that needs to be unset or reset. It is in our best interests for your keys to be always kept secure. If you as the customer are present, please make sure that you are there to let us in at the agreed time. In addition, the customer may also let us inside virtually, using Ring doorbell or other key-less entries.

### **Extra Services Add-ons**

If you added extra deep cleaning services to your clean and decide to remove them, we must be notified at least 24 hours in advance. You can choose for us not to complete them, but we reserve the right to charge for them as if they were done.

### **Photography/Videography**

Clean House Solutions reserves the right to take photos and videos of the services that we provide. Content that is captured will be used for marketing purposes, website gallery, promotional campaigns, and social media posts. Content is also captured for legal purposes i.e., proof of completed services.

## **Cleanings**

### **Residential Cleanings**

Clean House Solutions will not be held liable for any damages that may occur during cleaning. Please remove all fragile and valuable items prior to your appointment. We do not move or re-arrange furniture. So, if you would like certain areas attended to, please feel free to move furniture upon arrival. When cleaning the kitchen area, we **DO NOT** wash dishes by hand. All dishes will be loaded into the dishwasher, so please make sure to have dishwasher liquid/tablets available. If a customer does not have a dishwasher or a dishwasher in working condition, Clean House Solutions reserves the right to charge a \$25 dish-washing fee.

### **Turnover (Airbnb) Cleanings**

Laundry services are not included. You may add this service to your clean for an extra fee. We do offer pick-ups and drop-offs to laundry mats and cleaners for an extra fee. Units of 6+ bedrooms must call to book your clean. When booking online, please provide your check in and check out time for your property in the notes section. \*Please keep in mind we will have your unit cleaned and ready for your next guest during that Check in/out time window that you have provided. Lastly, please include any door codes, building codes, or gate codes necessary to access the property. We understand that each property is different and has unique needs when it comes to being guest ready. If you would like to add extra cleaning tasks that are not listed under the service description, we can be sure to arrange that for a small fee(s).

### **Post Construction Cleanings**

If construction is still in process during or after service is complete, we cannot guarantee work that has been done, and you are still responsible for payment in full for cleaning services. If you have any issues with your service, please notify us within 24 hours, we will come out and fix those items within 72 hours, assuming that the property was not occupied by construction crews upon completion of service. Due to certain surfaces being easy to scratch, we cannot guarantee that ALL hard floors and appliances will be 100% residue free to avoid us causing more damage. If we are not able to remove paint or other residue using non-scratch methods, this does not mean the cleaning is free. Please keep in mind that all marks, scratches, paint, etc., are not guaranteed to be removed. If the owner or property manager is not able to walk and approve the cleaning before we complete a cleaning, we assess a \$50 fee for us to come back out to do a post cleaning walk through if you need additional items done. If we send you a line-item Estimate/Invoice and there is a dispute about a particular item, the other items must be paid in full before we will fix the item in question. If you report a quality issue to us after 24 hours, we will attempt to re-schedule your redo cleaning as soon as possible.

### **Deep Cleaning Services**

When purchasing any deep cleaning services, (i.e., oven deep clean, tub/shower deep clean, stove-top deep clean, baseboard wiping, refrigerator clean out, etc.) please be advised that all marks, stains, burns, scratches, etc., are not guaranteed to be removed. However, we ensure that we will do our best to accommodate your needs and requests.

### **Move In/Out Cleanings**

These cleanings are geared for customers who are moving in or out of a home. MINIMAL TO NO FURNITURE is required to qualify for this cleaning. If excessive furniture is still inside the home during time of service, Clean House Solutions reserves the right to charge the card on file for any completed or incomplete services. Customers may be required to move furniture upon arrival to ensure completion of services.

### **Trash Removal**

Excessive trash removal will result in a fee(s) starting at \$50 and may increase depending on the amount of trash needed to be removed from the home.

### **Pricing**

\*\*Price subject to change, depending on the size and condition of the space/item upon arrival.