

# Onboarding Form

## **\*\*Section 1: Service Overview\*\***

We offer three convenient services

### **1. \*\*Pet Waste Removal (Poop Scooping)\*\***

- Weekly, bi-weekly, or one-time cleanings
- Thorough removal of all visible pet waste
- Waste disposed off-site in approved facilities
- Optional deodorizer/sanitizer application

### **2. \*\*Residential Trash & Recycling Valet\*\***

- We place your bins at the curb on collection eve/day
- Return bins neatly to your preferred storage spot after pickup
- Available for trash, recycling, and yard waste (where applicable)

### **3. \*\*Trash Bin Washing\*\***

- Professional cleaning and sanitizing of your trash and recycling bins
- High-pressure hot water wash, eco-friendly cleaners, and deodorizer
- Removes dirt, grime, bacteria, odors, and pests
- Available monthly, quarterly, or one-time

## **\*\*Section 2: Getting Started Checklist\*\***

Please complete these steps before your first service:

- [ ] Sign and return the attached Service Agreement
- [ ] Provide payment information (auto-pay recommended for seamless billing)
- [ ] Confirm your service schedule, we will call/email/text
- [ ] Share gate code, pet information, bin storage location, and bin washing preferences
- [ ] Let us know any special instructions (e.g., locked gates, aggressive dogs, bin placement, or specific cleaning needs)

## **\*\*Section 3: Service Day Expectations\*\***

### **\*\*Pet Waste Removal\*\***

- No need to be home — we work whether you're there or not
- Please keep pets secured indoors or in a separate area during service
- Leave gates unlocked or provide access instructions
- We'll send a "Yard Clean!" notification when complete

**\*\*Trash Valet\*\***

- Place all bins in your usual storage spot by 6PM evening before collection
- We'll handle placement and return — you don't have to do a thing
- We'll text/email confirmation after bins are returned

**\*\*Trash Bin Washing\*\***

- Performed on trash collection day (after pickup) or on a scheduled cleaning day
- Bins must be empty for washing
- We'll clean, sanitize, deodorize, and return bins to your storage spot
- Drying time: Bins will be wet but drip-dried before return

-We'll text or email confirmation after bins are returned

**\*\*Weather Policy\*\***

Services proceed rain or shine. In extreme weather (e.g., hurricanes, heavy ice), we'll reschedule and notify you. Bin washing may be postponed during freezing temperatures. Poop Scooping will be double doodie the next scheduled service visit

## \*\*Section 4: Billing & Payment\*\*

- Invoiced [monthly/before each service] via email
- Auto-pay via credit/debit card (recommended) or ACH
- Accepted payment methods: All major cards, Venmo, Zelle
- No contracts — cancel anytime with 7 days' notice
- Prorated charges for mid-cycle starts/stops

## \*\*Section 5: Frequently Asked Questions\*\*

\*\*Q: Do I need to be home?\*\*

A: No! Most clients aren't home during service.

\*\*Q: What if I forget to unlock the gate?\*\*

A: We'll attempt service from accessible areas and notify you. A skip fee may apply if we can't access the yard.

\*\*Q: How do you handle missed trash pickups/ missed dog scoops?\*\*

A: We pick up trash/scoop in most any weather conditions. Snow etc can hide some doggy bombs so we will be back on the next cycle to do double doo-dy.

\*\*Q: When does bin washing happen?\*\*

A: Typically right after trash collection for maximum convenience, or on a separate scheduled day.

\*\*Q: Is the waste disposed of responsibly?\*\*

A: Yes — pet waste goes to approved municipal facilities, never your household trash.

\*\*Q: What if I'm not satisfied?\*\*

A: Let us know within 24 hours and we'll re-clean or re-wash at no charge.

**\*\*Section 6: Referral Program\*\***

Love our service? Refer a neighbor and you'll both receive \$20 off your next service!

**\*\*Client Information Form\*\* (Please complete and return)**

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Service(s) Selected:

Pet Waste Removal , How many dogs \_\_\_\_\_ , Size of Yard

Yard Sanitizing

Yard Deodorizing

Trash Valet

Trash Bin Washing

Frequency/Schedule: \_\_\_\_\_

Preferred Service Day(s): \_\_\_\_\_

Gate Code/Access Notes:

---

—  
Pet Names & Notes:

---

—  
Bin Storage Location:

---

—  
Number of Bins to Wash:

---

Preferred Notification Method:  Text  Email  None

\*\*Signature\*\*: \_\_\_\_\_ Date: \_\_\_\_\_

—  
Thank you for trusting White Glove Waste with your home! We're excited to get started and deliver truly white-glove service.