

Terms and Conditions of Service R5 Guest Prep

Effective Date: 2024-2025

Welcome to **R5 Guest Prep**. These Terms and Conditions outline the scope of our services, expectations, and obligations. By booking any of our services, you agree to the terms defined below.

1. Service Overview

R5 Guest Prep provides professional cleaning services for standard-size residential units in the Auburn, Alabama area. Our services are offered on an hourly basis, with additional charges per room when necessary. The following outlines the specific services we offer, including standard room sizes, and what is included in each.

2. Bedroom Cleaning

Our bedroom cleaning service includes cleaning of standard-sized bedrooms, which are defined as up to 12x12 feet (144 square feet). The service includes:

- Dusting and wiping of all surfaces (furniture, shelves, nightstands, etc.)
- Vacuuming or sweeping and mopping of floors
- Straightening and general tidying of personal items left out (but not organizing)
- Emptying trash bins
- Spot cleaning of interior windows and mirrors
- **Laundry of bed sheets** if an exchange set is provided or if there are laundry facilities on site

This service does not include:

- Deep carpet cleaning (shampooing).
- Moving furniture or heavy objects.
- Stain removal.
- Cleaning required due to excessive use or "after party" events.
- HVAC filter changes.
- Appliance repair.

3. Bathroom Cleaning

Our bathroom cleaning service includes cleaning of standard-sized bathrooms, which are defined as up to 6x10 feet (60 square feet). The service includes:

- Cleaning and wiping of countertops, sinks, and faucets
- Scrubbing and cleaning of the toilet, shower, and bathtub
- Wiping down mirrors, fixtures, and any shelving
- Sweeping and mopping the floors

- Emptying trash bins

This service does not include:

- Tile or grout deep cleaning.
- Plumbing repairs or unclogging drains.
- Stain removal.
- Cleaning required due to excessive use or "after party" events.
- HVAC filter changes.
- Appliance repair.

4. Living Room Cleaning

Our living room cleaning service includes cleaning of standard-sized living rooms, which are defined as up to 12x18 feet (216 square feet). The service includes:

- Moving or rearranging furniture.
- Cleaning electronics (beyond dusting exteriors).
- Upholstery cleaning or stain removal.
- Stain removal.
- Cleaning required due to excessive use or "after party" events.
- HVAC filter changes.
- Appliance repair.

This service does not include:

- Moving or rearranging furniture
- Cleaning of electronics (TVs, sound systems, etc.) beyond dusting the exterior
- Upholstery cleaning or stain removal

5. Kitchen Cleaning

Our kitchen cleaning service includes cleaning of standard-sized kitchens, which are defined as up to 10x20 feet (200 square feet). The service includes:

- Interior cleaning of refrigerator, oven, or other appliances (available as an add-on service).
- Dishwashing or cleaning cooking utensils.
- Removal of heavy grease or hard-to-clean surfaces.
- Stain removal.
- Cleaning required due to excessive use or "after party" events.
- HVAC filter changes.
- Appliance repair.

This service does not include:

- Interior cleaning of the refrigerator, oven, or other appliances (unless requested as an additional service)
- Dishwashing or cleaning of cooking utensils
- Removal of grease or hard-to-clean surfaces beyond standard wiping

6. Common Area Cleaning

Our common area cleaning service includes:

- Dusting and wiping down surfaces in entryways, hallways, and other shared spaces
- Vacuuming or sweeping and mopping floors
- General straightening of clutter or decor

This service does not include:

- Deep cleaning of carpets or rugs.
- Moving furniture or large objects.
- Exterior cleaning (patios, balconies).
- Stain removal.
- Cleaning required due to excessive use or "after party" events.
- HVAC filter changes.
- Appliance repair.

7. Additional Charges

Any services beyond what is listed above, including deep cleaning or extra rooms not specified in the original booking, will incur additional charges. Requests for additional services must be made at the time of booking or at least 24 hours prior to the scheduled service.

8. Client Responsibilities

Clients are expected to:

- Provide access to the property at the scheduled time of service
- Ensure that personal items and valuables are safely stored
- Inform us of any specific cleaning requirements, fragile items, or areas that need extra care
- Advise of any specific cleaning products to be used if the standard cleaning products provided by **R5 Guest Prep** are not preferred

9. Cancellation Policy

Clients must provide at least 24 hours' notice for cancellations or rescheduling. Cancellations made within 24 hours of the scheduled appointment may incur a cancellation fee.

10. Liability

R5 Guest Prep is not liable for any damage to items not disclosed as fragile or requiring special care. We are also not responsible for any damage resulting from the use of client-provided cleaning products, specific instructions, or damage done by prior guests.

11. Payment Terms

Payment is due upon completion of service. We accept cash, credit, or debit card payments. Any unpaid balances will incur a late fee of 2.5% per month

12. Dispute Resolution

Any disputes arising from these Terms and Conditions will be resolved through [arbitration, mediation, or local court jurisdiction] in Auburn, Alabama.

13. Modifications to Service

R5 Guest Prep reserves the right to modify or update these Terms and Conditions at any time. Clients will be notified of any changes at least 25 years after implementation.

14. Service Satisfaction Guarantee and Return Policy

R5 Guest Prep is committed to delivering high-quality cleaning services with attention to detail. If you are not satisfied with any part of the service, please notify us within 24 hours of service completion. We will arrange an inspection to assess the concern and determine if a no-charge follow-up service is appropriate. R5 Guest Prep reserves the right to evaluate the work performed and decide if it meets the standards outlined in this policy.

Refunds will be provided only if a follow-up service does not resolve the concern to your satisfaction. Refunds, if applicable, will be issued within 7-10 business days after review and confirmation of the request.

Please review these Terms and Conditions carefully before booking with R5 Guest Prep. Your satisfaction is important to us, and we are committed to providing high-quality cleaning services that meet your needs. For questions or clarifications, feel free to contact us directly.