

# HOME CLEAN HOME

**Pricing, Estimates & Budget:** We charge per labor-hour for all cleaning services. Our cleaning technicians work in teams of 2-4 depending on the workload and staff levels we have each day. For example: A “five labor-hour” appointment could be 2 cleaning technicians x 2.5 hours or 3 cleaning technicians x 1.67 hours.

We do our best to provide an estimated service cost with the information you provide prior to booking your appointment. We consider factors such as square feet, number of pets, number of bed & bathrooms, length of time since your last professional clean and a description of the work you would like done. Our estimates are intended to be a guide to assist you in booking an appropriate number of hours for the work you are hiring us to complete.

If you set a limited budget for your appointment our cleaning technicians will focus on your list of priorities for the time you are scheduled.

## **Service Exclusions:**

### **Exclusions include but are not limited to;**

- Bio-hazard remediation (feces, urine, vomit, mold, insect or rodent debris etc.)
- Removal of pet waste, including work in any room with excessive litter spills or uncleaned litter box
- Work on ladders
- Exterior windows
- Movement of furniture and/or gas appliances
- Work in areas over 76 degrees Fahrenheit
- Homes with four (4) or more cats and/or dogs
- Upholstery & Carpet Cleaning
- Application/removal of wax or polish on hard surface flooring
- Dusting, wiping or any cleaning of 1” metal mini-blinds or cellular/fabric blinds
- Homes with noticeable past or current indoor tobacco/marijuana use

**Payment Policy:** We accept Cash, Check, PayPal, Zelle and Venmo. Payment is due the day of service.

**Returned Check Fee:** Returned checks are subject to a \$50 processing fee, and a late payment fee of \$40

**Late Fee:** If your account is paid more than 10 days late for any reason, we charge an automatic \$40 administration fee and interest will start accruing after 28 days at the rate of one and a half percent (1.5%) per month and twelve percent (12%) per annum and any other associated collection fees on all overdue amounts. Home Clean Home reserves all rights available under Washington State law to collect any amounts due and owing under this agreement.

**Special Requests:** We love when our clients communicate their specific needs. Your priorities can remain the same for each scheduled service or change week to week. Please communicate these requests to us via text or email prior to your appointment. **Window cleaning, wall washing, interior refrigerator & oven cleanings should be requested when booking your appointment as they often require additional time and specialized equipment.**

**Service Times:** We do our best to be prompt and meet the service time indicated, but the unpredictability of traffic, parking, and other surprises may affect our schedule. If your scheduled cleaning technicians are going to be more than 45 minutes late, your cleaning technicians or the office staff will contact you. We appreciate your flexibility!

**Rescheduling/Canceling A Service:** Please email us at [maplevalleyhomecleanhome@gmail.com](mailto:maplevalleyhomecleanhome@gmail.com) or call us at 253-293-8062 48 hours before your scheduled service during business hours (8:00 a.m. – 5:30 p.m. excluding weekends).

**Late Reschedule/Cancellation/Lock-Out Fees:** Please understand that unlike other industries such as retail, hairdressers, etc. we in the cleaning industry do not have the luxury of walk-in customers to supplement our schedules when a client cancels without enough notice. When we schedule your service appointment, we reserve that time for you. Our cleaning technicians depend on your job being scheduled for them to make their salary. Cancellations cost them dearly, and we find that if they lose out too often, they quit. You are vital in helping us to retain our excellent staff. We understand that you do not want to see strangers every time we come to visit, and we don't want to have a continual revolving door of new hires either.

**Cancellation and Lock-Out Fees:** A fee of \$90 will be charged if a service appointment is rescheduled/canceled less than 72 hours before the scheduled time. If the appointment is cancelled on the day of service or if your Service Professional is unable to enter the property, a fee of \$180 will be charged. We must adhere strictly to this policy to prevent lost wages for your cleaning technicians.

**No payment/No clean policy:** Payment is expected in full the day of service. Cancellation fees must be paid in full before scheduling additional appointments. Otherwise, you will be removed entirely from our schedule.

**Health Matters:** If you or anyone in your household is sick or has a contagious illness, please let us know so that we can take precautions or choose to re-schedule your job. Please note that due to health reasons, we do not clean up blood, vomit, and feces.

**Refunds:** We do not offer refunds on services that already have been provided. However, if we receive notification of service deficiencies within 24 hours after the service was complete, we will come back to examine the problem. If the problem involves the quality of service we have rendered, we pledge to correct the problem at no extra charge.

If we do not receive notice of a problem within 24 hours of the service, or if you decide to correct the problem yourself, we will not be able to fix the problem for you nor will you be compensated for your inconvenience.

**Loss or Breakage:** Home Clean Home is fully insured, and we provide Worker's Compensation for all our cleaning technicians.

PLEASE BE ADVISED WE ASSUME NO LIABILITY FOR DAMAGE OR LOSS OF ITEMS THAT ARE NOT SECURED PROPERLY, OR THAT WERE DAMAGED BEFORE OUR SERVICE. (Example: Antiques, heirlooms, heavy pictures not properly hung, floating shelves not properly secure, etc.) Curio or knick-knack items of extreme value, (monetary or sentimental) should be stored in a case behind glass or dusted & cleaned by the owner. All surfaces (i.e., Marble, Granite, hardwood floors, etc.) are assumed to be correctly sealed and ready to clean without causing harm when common cleansers are used. Ask our office for details on insurance limits.

**No Solicitation Agreement:** When agreeing to services with Home Clean Home you are agreeing not to solicit for hire any staff member introduced to you by Home Clean Home for any related services. If you are found to have solicited one of our staff, please be advised that our referral/training fee is \$2,500 payable to Home Clean Home immediately upon employing our staff for any services to your home/business. Your Service Professional will be terminated immediately from our employment as they will also be in breach of their own non solicitation agreement.

**Safety:** We need to be able to work freely and without distractions. Every effort is made to work safely and cautiously, but we cannot assume liability for the safety of others while servicing your home including children and pets. The homeowner is responsible for ensuring that all pets are secured and out of the way during the cleaning service. We cannot accommodate homes with four (4) or more cats and/or dogs. Be advised that if we are subject to distractions that affect our ability to work in our usual fashion or speed, we reserve the right to charge for our extra time spent in the home.

If for any reason an employee of Home Clean Home feels that their safety is in danger enough to leave the job site due to your home or business being in unsafe conditions or due to actions by the client, a pet, guests of the clients, or others at the job site, Home Clean Home's client will remain liable for the full cost of the service purchased.

Although we are professionals, we are not miracle workers. Sometimes we are called in too late to correct the damage that has already been done to some surfaces. Other areas/items may take a couple of cleanings to look their very best. In cases of extremely cluttered areas or surfaces, we reserve the right to use our prerogative to skip those areas to avoid damaging items or hurting ourselves.

No representation or warranty made by any other person working for Home Clean Home expressed or implied other than the company owner – Jenniffer Aydelotte, which is not specifically set forth herein, shall be binding upon Home Clean Home. Home Clean Home reserves the right to re-evaluate rates and/or change the Service Agreement &/or policies at any time.

## **YOUR HOME – OUR WORKPLACE**

OSHA requires employers to ensure the safety of all employees in the work environment. In following these requirements, we ask your assistance in helping our staff to have the following as required by OSHA

\* Making sure that rooms are well ventilated so that the employee can avoid working with strong chemicals in poorly ventilated rooms.

\* Maintaining a proper temperature in the home/workplace. OSHA recommends temperature control in the range of 68-76 degrees Fahrenheit and humidity control in the range of 20%-60%.

\* Rest periods- every employee is entitled to 10 minutes of rest time per every four (4) hours or significant fraction thereof. This is paid time.