

# Service Agreement

## Leslie's House Cleaning

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Leslie's House Cleaning reserves the right to make any changes to any part of this service agreement without giving any prior notice.

By ordering Leslie's House Cleaning services via telephone, message, e-mail, or website the client accepts and agrees to Leslie's House Cleaning service agreement. All records are kept on file for quality and training purposes.

### **Guarantee**

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service Our team of Professionals are happy to come back and re-clean the areas that did not live up to your expectations. Simply reach out to us within 24 hours of your last service to evaluate and assess.

### **Employees**

All Cleaning Associates go through rigorous training to learn every aspect of the detailed Leslie's House Cleaning standard. All cleanings are customized to your needs, let your Cleaning Associate know exactly what you need done and our team will do their best to meet or exceed your expectations. For your protection and peace of mind all Cleaning Associates undergo a background check & reference check during the hiring process. The number of cleaners will depend on availability and the price will equal the total of work hours (EX: 2hrs will 2 cleaners will equal the same as 4 hrs with 1 cleaner.)

### **Payments**

Payments are due in full upon completion of service. Payment must be processed prior to the Cleaning Associate leaving the premises, no exceptions. Customers are required to keep a credit card on file prior to starting service. Credit Card on file will be processed for any deposits, cancellation fees, and/or services rendered. Photos of completed jobs can be provided upon

request. Tipping: Leslie's House Cleaning never requires tipping, but you can tip if you would like. Just leave your tip with your payment and management will make sure that the money is distributed properly. That is just a special thank-you for our hard work. Also, leaving us a note of appreciation means so much to us. We sincerely appreciate your business.

\*NOTE\* In an effort to remain green all sales receipts are emailed. Receipts are emailed the following business day services are rendered.

### **Refunds**

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. If a task was not completed to your satisfaction or an area was missed during our visit simply contact the office within 24 hours of your last service to review and resolve any issues.

### **Price Adjustments**

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions of your home changes you may receive a price increase. Price is based on total worked hours with either 1 or 2 cleaners. Ex: 1 cleaner for 3hrs will equal the same as 2 cleaner for 1.5hrs. Cleaners are assigned based on availability and size of the home. The hourly rate quotes for each cleaner will apply if needed any longer. If you have a time limit or hour restrictions please advise so at time of scheduling your appointment.

### **Cancellations/Rescheduling**

We require a 24hrs notice for cancellation and or rescheduling of any scheduled appointment. Cancellation requests left on voicemail will not be accepted. In the event of cancellation or rescheduling with less than 24 hour notice, a cancellation fee of \$60 will be assessed. We are very strict on our cancellation/rescheduling policy, please honor it.

### **Arrival Window**

If you wish to be present during the cleaning visit, please be advised that we provide arrival windows. Your Cleaning Associate will arrive anytime within your scheduled arrival window. You

are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit, a cancellation fee of \$60 will be charged.

### **Tardy**

Many things can affect our schedules, such as cancellations, lockouts etc. If we happen to be running late to your appointment you will be contacted as soon as possible and provided with a new expected time of arrival.

### **Parking**

Our customers are responsible for providing our Cleaning Associates with any one of the following (which must be within a 1/2 block radius); a permitted parking space (personal or public), a valid parking permit, or cover all parking fees incurred while cleaning your home. Customer will be responsible and liable for any cost incurred as a result of having our Cleaning Associates vehicle towed if proper parking is not provided while cleaning your home.

### **Lock Outs / Utilities / In-Home Climate Control**

- A lock out fee of \$60 will be assessed in the event that our cleaning associate(s) arrive and are unable to access the premises despite the reason.
- Power and Water must be accessible at all times during the cleaning. In the event that your appointment is cancelled due to power and water outage, a \$60 cancellation fee will be assessed.
- Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that your appointment is cancelled due to uncomfortable temperatures within your home you will be charged a \$60 cancellation fee.

### **Heavy Duty Conditions**

In the event we are faced with heavy duty conditions an extra fee will apply and the amount will be determined at time of appointment. When in doubt please feel free to provide pictures at time

of quote. If Customer does not wish to continue with the service our standard cancellation fee will apply.



### **Pets**

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days. If no one is home to secure pets and our Cleaning Associate does not feel comfortable around the pets, a cancellation fee of \$60 will be assessed. For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

### **Your Valuables**

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectable or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and check books as well. We are not responsible for missing currency.

### **Broken/Damaged Items**

Cleaning Associates are trained to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item

that is believed to be damaged by one of our Cleaning Associates, it must be reported to the company within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface). We cannot take responsibility for any possible damage that may occur during cleaning of blinds and/or fans. We would be more than happy to clean those areas at your own risk.

### **Lifting & Climbing & Bending**

Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items heavier than 20 lbs, or clean floors on their hands and knees with the exception of bathroom floors. These types of activities put our Cleaning Associates in danger of back injury or could even damage something in your home. However there might be times when you want us to move furniture for example; tables, large chairs, etc. in these cases we are not responsible for; their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. The Cleaning Associates will not move furniture that contain electronics. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/dryer) however if move it prior to the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into its proper place as well.

### **Our Cleaning Staff DOES NOT:**

- Leslie's House Cleaning reserves the right to refuse to service a home with ANY insect infestation (including seasonal or bedbugs). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged a cancellation fee along with the cost incurred to replace any cleaning equipment that may have been exposed.

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equippedClean the interior of curio cabinets (will only feather dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean Chandeliers
- Wash walls (we spot clean only)
- Clean exterior of windows
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lbs

### **Privacy**

Leslie's House Cleaning takes privacy very seriously. We at no time will share any customer information with ANY outside source.

