



Client Guidelines

Thank you for choosing **Cleaning Crew 812!** Below are the guidelines we ask our clients to abide by. These guidelines have been put in place to provide a safe environment for our employees and set clear expectations with our clients so that we can continue to make your home sparkle for years to come! Please review and sign before your first cleaning and let us know if you have any questions!

Phone/Office Hours:

We are available by phone Monday-Friday 8:00 a.m.-5:00 p.m.; if we do not answer please leave a message and we will call you back asap. In the case of an emergency or you need to cancel a service you may call or text any time.

Tara Cockerham 812-260-1329 call or text Email: cleaningcrew812@gmail.com

Holidays:

We observe New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Eve/Christmas Day.

If your scheduled cleaning falls on a holiday we will contact you to reschedule your clean. If you need it done that day there will be an additional charge and will be upon discretion of Tara.

How to prepare for your cleaning:

We are thrilled to come clean for you and want to be able to leave your house sparkling. For us to be able to provide the highest quality cleaning possible, we would just ask for you to do a couple things to prepare for our arrival. Please put away anything that would inhibit us from cleaning certain areas, such as loose papers, dog toys, children's toys, etc. Please make sure all dishes are put away so that we are able to thoroughly clean your kitchen. In addition, make sure the vacuum is accessible (if you want us to use yours instead of ours) and anything of a sensitive nature is put away. We also ask that you provide a toilet bowl brush in each bathroom for your cleaner to use. This prevents cross contamination and makes your clean go faster!

70% Clutter Policy

In order for our cleaners to most effectively clean, we reserve the right to skip areas that are more than 70% cluttered. Examples of this may include dining room tables that are covered in papers or projects or floors that are cluttered with extensive personal belongings. This helps our team maintain a manageable workload and focus their efforts on areas where they can achieve the best results.

Technology:

Cleaning Crew 812 utilizes technology to its fullest to provide an even smoother customer experience! You will receive an automated reminder email three days prior to service as well as a reminder text the day before. You may respond to the email, however the automated text messages are only one way. You do have the option to opt out of these.

No cash is accepted to the cleaners directly and all services will be billed to the card on file. Our cleaning techs clock in and out from our scheduling app on their phones and GPS coordinates are registered at time of input. This is to make sure they have arrived and left safely.

Man Hours vs. Clock Hours:

For standard and deep residential cleanings, we typically charge by the man hour unless communicated otherwise. This means that if one cleaner were to be there for 8 hours, this would be charged at 8 man hours. If two cleaners are there for 4 hours, this would also be charged at 8 man hours, as the amount of labor time is the same. Typically, first time cleans will have 2 cleaners present unless the cleaning is for a very small home.

WHAT DOES "MAN HOURS" MEAN?

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1 Cleaner for 4 hours = **2 Cleaners for 2 hours**

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Man hours reflect actual labor hours

Work Estimates:

When you provide us with the requested information for your home, we provide an estimate based on homes that are similar in size and reported condition. If our cleaners arrive and the

home will require more time than estimated due to condition or not being picked up, we will communicate this to you before we go over estimated hours for approval/denial. We will reach out by phone call and text message, if necessary to ensure quick communication. Though we do our best to estimate as accurately as possible, everyone's home is different, and two similarly sized homes can take drastically different amounts of time depending on how the owner lives.

Working in the home:

The cleaning techs need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. In the event the cleaners are not able to work without distractions that affect their ability to work at their normal speed, **Cleaning Crew 812** reserves the right to charge for their extra time spent in the client's home.

If for any reason a cleaning tech of **Cleaning Crew 812** feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be liable for the full cost of the service.

Smoking:

We do not clean any homes that have previously been, or currently are being smoked in. If interior smoking is evident, our technicians will not be able to service your home and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing the home has been cleaned by a professional company that specializes in smoke restoration.

BIOHAZARD:

Our cleaning technicians' safety and health is of the utmost importance to us, so we ask for you to let us know if there are any potential biohazard situations. These can include mold, rodent or bug infestations of any kind, or human or pet urination or feces. If a biohazard situation is evident, our technicians will not be able to service your home and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing the situation has been resolved.

Safety:

Our number one concern is for the safety of our clients and our cleaning technicians. **Cleaning Crew 812** is insured and bonded and cannot perform any cleaning higher than a one foot step stool. This step stool is provided by **Cleaning Crew 812**. Cleaning technicians cannot use any stools or ladders provided by clients, nor are they able to stand/ climb on top of anything other than the step stool that is provided by **Cleaning Crew 812**. Any heavy or large furniture must be moved away from the walls in order to clean behind them. **Our cleaning techs will not move furniture in order to prevent damage and to remain safe. Cleaning under furniture/ beds is not performed unless requested.**

Time of service:

It is very difficult to commit to an exact arrival time (apart from first thing in the morning) because of our ever changing schedule and the fact that we don't finish cleaning each home at an exact time. We service homes between the hours of 8:00 AM and 5 PM. and will strive to be at your home within a two hour window of the estimated time given to you.

Entry to your home:

We offer 3 entry options to choose from:

1. The client may opt to be home to allow access to their home the day of the service.

Please prepare for your cleaner to arrive. If no one is home or our cleaners are turned away for any reason **you will be charged half the service price** for that day.

2. The client provides a garage door opener or code to gain access to the home.

In the event the code given is not correct and cleaners cannot gain access to the home the client is responsible for the lock out and **a cancellation fee of half the price of that day's service** will be charged to your credit card on file.

3. The client can purchase a lock box to place a key inside and provide **Cleaning Crew 812** with the pass code.

In the event if for any reason code does not work when the cleaners arrive to clean the home; the client is responsible for the lock out and **a cancellation fee of half the price of that day's service** will be charged to your credit card on file.

NOTE: In the event the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, **Cleaning Crew 812 will not be held liable for any damages or theft to the client's home.**

Home alarm systems:

Cleaning Crew 812 will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Schedule changes, cancellation of service:

In the event that you reschedule, skip, add or cancel your service, we ask that you give a (48) hour notice. **Without a (48) hour notice you will be charged 25 % of your cleaning.**

Cancellations on the **same day of service for any reason will be charged half the rate of service.** All cancellations must be made by calling or texting Cleaning Crew 812.

Payment:

All initial cleans & move in/ move out cleans will require 50% of the estimated hours to be paid prior to booking the appointment as a down payment. The down payment is fully refundable if the appointment is canceled 48 hours prior to the scheduled cleaning. If the appointment is canceled with less than 48 hours notice, 25% of the down payment will be refundable. If the appointment is canceled the same day it is scheduled, the down payment is non-refundable. The cleaning technicians do not handle any form of cash or check payment. **Cleaning Crew 812** prefers a credit or debit card on file to eliminate the hassle of sending a check for each cleaning. After each cleaning, an invoice will be sent to you via email, which is due upon receipt. You will be able to pay with a card here, or send a check if you prefer. Note that lack of payment of previous cleanings means we will be unable to service your home until all bills are paid. If a history of late payment has been established, payment prior to cleaning will be required. A credit or debit card is required on file as a back-up form of payment. Signing of these guidelines is given authorization for the card on file to be charged should payment-in-full for agreed upon services rendered by **Cleaning Crew 812** not be received within 5 days.

Tipping the cleaning techs is never required but always appreciated. Thank you in advance if you choose to do so.

Price increases:

Clients are given advance notice of any price increases. **Cleaning Crew 812** reserves the right to raise prices at any time.

Quality Control:

Cleaning Crew 812 needs your feedback! Please expect random quality checks to happen on your home by a quality control manager to make sure you are receiving consistently fantastic service! All quality checks take place during the final phase of cleaning.

Pets:

We love our clients' pets! But for their own safety and the safety of our cleaning techs, please put your large or skittish pets in a secure area of the home or garage. Our cleaning technicians cannot clean animal feces of any kind in order to prevent cross contamination.

Breakage:

We believe in shining a spotlight on an issue rather than sweeping it under the rug. If something gets broken or damaged, our staff are trained to photograph it and report it immediately, without reprimand. They are careful and considerate of each space they attend, but every now and then something can happen (we are human, after all). Once reported, we contact you to discuss a fair and quick resolution.

If something happens to break during our routine service, we'll do our best to repair or replace the item. Our residential housekeepers are fully insured, so claims can be filed when appropriate. We do ask that any irreplaceable items be put away and anything you are concerned about is noted at the time of booking. Please note, we don't repair or replace

existing damage or improperly installed items. **Cleaning Crew 812** can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

Damage:

Client should point out any damage to surfaces before service begins. Our Cleaning Technicians are trained to survey a home when they arrive and note/record any damage prior to starting cleaning. **Cleaning Crew 812** is sometimes called in to correct damage that was already there or that another cleaning company was responsible for. In this case we may require that the client sign off on a pre-existing surface damage waiver.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.

Cleaning Crew 812 uses non-toxic, eco-friendly products that do not stain or warp any surfaces. If you would like us to use your products instead, please understand **Cleaning Crew 812** will not be held liable for any damage caused by your products. To prevent damage and for the safety of our cleaning techs, bleach will not be used even if requested.

Photography

Photographs may be taken in your home. Photographs can be used for employee learning purposes AND marketing/ promotional purposes. Photographs that are taken for employee learning purposes will never be shared or released to the public. Photographs that would be taken and utilized as marketing/ promotional purposes would be before and after pictures. **Cleaning Crew 812** will never capture any identifying information within these pictures or indicate where these photos were taken. Confidentiality will be upheld in all marketing & promotional pictures. **Cleaning Crew 812** reserves the right to edit and use before and after pictures and utilize the photos on Social Media. **Cleaning Crew 812** will never give these photos to a third party for use. **Cleaning Crew 812** reserves the right to use photography unless the client specifically requests us not to.

Non-Solicitation of employees:

When a client enters into an agreement for services with **Cleaning Crew 812** the client understands that they will pay a [\$1,500] training fee to **Cleaning Crew 812** if they engage in a working relationship directly with any employee of Cleaning Crew 812 during the course of service other than through **Cleaning Crew 812**.

Our guarantee:

We want you to be absolutely delighted with the cleaning service! Report any concerns to 812-260-1329 or to cleaningcrew812@gmail.com within 24 hours after the service. We will return and re-clean the area(s) of concern at no cost to you.

Customer Signature

Date