

# HEID'S CLEANING SERVICE AGREEMENT

## OUR SERVICES

### *One-Time Cleanings or Weekly & Bi-Weekly House Cleanings*

We offer both One-Time cleaning hourly rates and On-Going fixed rates. After the initial hourly cleaning, we charge you a fixed rate for regular service (weekly, biweekly or monthly). Both our Hourly Rate and Fixed Rates include the basic tasks listed below.

#### ***Bedrooms***

Dust shelves, cobwebs, window sills, picture frames, lamp shades, vents; clean TV and computer screens (microfiber cloth only); clean any mirrors; tidy the overall room appearance; vacuum carpeting and/or mop floors.

#### ***Living Room and other Indoor Rooms***

Dust shelves, cobwebs, window sills, picture frames, lamp shades, vents; clean TV and computer screens (microfiber cloth only); clean any glass tables or mirrors; tidy the overall room appearance; vacuum carpeting and/or mop floors.

#### ***Hallways and Stairs***

Vacuumed and/or mopped; dust pictures, shelves and cobwebs.

#### ***Bathrooms***

Clean Toilet (Inside and Out); clean sink, counter, and mirror; scour shower/tub walls, floor and fixtures; dust shelving and vents; clean mirrors and picture frames; floor vacuumed and mopped (including behind the toilet); trash taken out.

#### ***Kitchen***

Clean exterior of large appliances; clean inside and outside of microwave; clean underneath and behind small appliances; clean counter tops/back splashes/stove top; clean sink area; vacuum and clean flooring; dust pictures, shelves, fixtures, vents and trash taken out.

### ***No Risk Policy for Hourly Cleanings***

For hourly cleanings, we work from a written list of priorities provided by the client and get as much done as possible. We encourage our clients to schedule sufficient time to complete your list.

You will only be charged for the time we spent cleaning, provided it is at least at our **2 Hour minimum**.

### ***Whole Home or Specific Room Cleaning***

We work with our clients to customize your cleanings to your needs. We have customers who have their whole homes cleaned on a bi-weekly basis and just bathrooms and kitchen cleaned the opposite weeks.

### ***Move-In/Move-Out/Post Construction Cleanings***

If you need deep cleanings in a house or apartment where there is little or no furniture, or in a home that has had recent construction. We charge our hourly rate.

### ***Cleaning Products***

If you would like us to use a product we do not carry, you may provide that product and we will be happy to use it in your home. However we guarantee the safety of products that we use. Any jobs requiring extra or unusual supplies and/or equipment will be billed additionally for these services.

### ***Holidays***

Heid's Cleaning Service is closed on all major holidays. If your scheduled cleaning falls on a holiday, we will call or send you a email to reschedule your cleaning one to two weeks prior to your cleaning. If EMERGENCY cleaning is needed on a holiday, please contact us and we will assist you in any way we can. In these circumstances an increased rate will be used.

### ***Customer Feedback***

We are happy to customize cleanings to fit individual needs. Please communicate these needs to us and we will be happy to accommodate. We offer several different types of cleanings tailored to your needs. The more specific your feedback, the better job we can do for you.

### ***Optional Cleaning Services***

Additional cleaning services are provided upon request, for an additional charge.

- Change towels and/or bed linens
- Clean small countertop appliances
- Clean interior of refrigerator or other appliances
- Clean and organize kitchen and bathroom cabinets
- Washing Light Fixtures
- Vacuum Upholstery
- Clean Ceiling Fans
- Clean up items outside the home (Garage, Patio, Lawn Furniture, Etc.)
- Cat Litter Changing
- Watering Plants
- Picking Up Toys
- Clean Moldings and Baseboards

If there is something you need cleaned that's not listed, please ask and we will help you in any way we can.

# OUR AGREEMENT

## ***Schedule***

Your cleaning service schedule will be indicated on your client data sheet. We do our best to be prompt and meet the cleaning time indicated, but traffic and other clients may affect our schedule. If we are going to be more than 15 minutes late, we will contact you.

Please allow for an open time frame rather than an exact arrival time when possible.

## ***Payment Policy***

Payment is due at the time of service. We accept Cash, Check or Credit Card (Visa, MasterCard, Discover & American Express)

When paying by check, please make checks payable to **Heid's Cleaning Service**.

## ***Returned Check Fee***

Returned checks are subject to a **\$25.00** processing fee, and may incur late payment fees.

## ***Late Fee***

Overdue payments are subject to a late fee of **\$25.00**.

## ***No Show Fee***

If you wish to cancel or reschedule a cleaning appointment, at least 24 hour notice is required.

If a cleaning appointment is **cancelled** less than 24 hours in advance, or, if the cleaner is unable to enter the house, a cancellation fee of one half the cost of the scheduled cleaning will be charged.

If a cleaning is **rescheduled** by the client less than 24 hours in advance, rather than cancelled, no fee will be charged.

On the rare occasion that Heid's Cleaning Service **cancel**s a scheduled cleaning appointment with less than a 24 hour advance notice, and has no available openings for another cleaning appointment within the next five business days, the next cleaning will be provided at half price.

On the rare occasion that Heid's Cleaning Service must **reschedule** an appointment with less than a 24 hours advance notice, a **\$25.00** credit will be offered on the next cleaning. If our offer to reschedule is refused by the client for any reason, no credit will be granted.

## ***Loss or Breakage***

Heid's Cleaning Service is licensed and insured. We assume no liability for damage or loss of items that are not secured in a proper manner, or are previously damaged before cleaning. (Example: Heavy pictures that are not fastened to the wall properly or dings in furniture that were there before we cleaned)

We are professionals, we make every effort to treat your home with utmost care and caution. However accidents do sometimes happen. If we break something we will leave the item with a note for you. We will make arrangements replace the item or pay for it.

Items of extreme value (monetary or sentimental) should be dusted or cleaned by the owner.

### **House Keys**

Many of our clients provide us with house keys. You can be assured that we take the utmost care in protecting your key and your home.

### **Injury**

If you choose to be home during our cleaning we welcome you to do so. We understand that you may prefer to get to know us prior to working on our own. We cannot however assume liability for injury to anyone in the home other than our employee; therefore we ask that you stay out of the areas we are cleaning.

### **Pets**

We know you love your pets. Please give us their names so we can become familiar to them. If however your pets are afraid of the vacuum or will not allow us to do our work, we may suggest that they be placed in area we are not working in.

## **OUR SERVICE QUALITY GUARANTEE**

Heid's Cleaning Service strives to provide outstanding cleaning services for our clients. **If you are unhappy with any cleaning service provided, you are required to notify us within 24 hours of service in order for us to address and correct the problem.**

If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge

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

Please keep in mind that, if you have purchased hourly cleaning, we can only guarantee that a cleaner will stay for the specified amount of time. We may not be able to complete all tasks if time runs short. Therefore, if the problem involves the time needed to complete the cleaning service rather than the quality of the service itself, we can only correct the problem if you purchase additional cleaning time.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_