

CUSTOMER GUIDANCE

These terms of service are designed to help our clients understand the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

Cleaning-Day Home Preparation

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before a scheduled service to “pick up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

Scheduled “Arrival Window” For Cleanings

When booking your service, we provide an estimated arrival window when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number. If you can not be home, no worries, just leave us the instructions and we will handle it!

House Temperature

So that we don’t melt or freeze, please set your AC to 76 prior to our arrival. We’re happy to readjust the temperature per your written instructions when we leave.

Privacy

To safeguard the well-being of our cleaners and to maintain your privacy, we kindly ask that you secure any confidential or potentially illegal documents and substances prior to your scheduled cleaning. This includes, but is not limited to, jewelry, valuable items, important personal documents, and illegal drugs. We appreciate your cooperation in helping us create a safe and professional environment for everyone involved.

Dusting

Our cleaning technicians take pride in dusting your home. Our tools and techniques allow us to remove most of your home's dust in a reasonable amount of time and effort.

Settling Dust: During the dusting process, some dust becomes airborne and will not settle until we have left. This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.

Dusting Knick-Knacks, Collectables, Stand-up Picture Frames, and other small items: We dust small items based on the size and the number of items on a shelf or flat surface like a mantel. If there are 10 or fewer small items on a shelf we will hand dust them and the surface below and return the item to the shelf. If there are more than 10 items per shelf we may dust the items where they sit and the surface around them.

Dusting height limits: We are not able to dust items on shelves or hung on a wall that are higher than a cleaning technician can reach standing on a 2 step stepladder. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand in order to secure it while we dust.

Cleaning Time:

We reinforce that we charge per job, not per hour. Our technicians are trained and have skills to clean in a shorter period of time, it does not mean, it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance.

Cleaning Supplies

Our cleaning technicians bring the tools and products needed to thoroughly clean your home. We are not able to use any of your cleaning products unless discussed in advance. We also are not able to clean in homes that have any fumes from paint, varnish, sealants, solvents, etc. from recent work to your home.

Pet Special Consideration and Instructions

We work around pets every day, and we love them! However, if you have special concerns that fall outside the duties of cleaning, we will not be held responsible for any damages or liability that result from your pets' actions. If your pet has ANY special requirements, we recommend boarding them for the day of the cleaning.

Additionally, for the safety of your pets and our cleaning technicians, please ensure that all pets are secured in a safe area during the cleaning. This helps prevent them from accidentally running out when doors are opened.

Also, our cleaning technicians cannot touch or pick up pet feces, including emptying or moving litter boxes.

Rescheduling Your Cleaning

Rescheduling your cleaning can result in the cost of your service being Less Than, More Than or the Same As your last cleaning, or your Recurring Schedule cancelled altogether.

- **Example 1:** Bi-Weekly customer “skips” a cleaning, creates a four-week interval between visits and the applicable (higher) Monthly rate will apply to the next cleaning. Monthly (every four weeks like clockwork) is up to 50% higher than the bi-weekly rate.
- **Example 2:** Bi-Weekly customer “skips” a cleaning, creating a three-week interval between visits and that rate will be up to 25% higher than the bi-weekly rate and then resume back to the regular rate once the bi weekly cadence is resumed.
- **Example 3:** Monthly (every four weeks like clockwork) customer skips a week creating a 5 week interval, the rate would be the monthly rate + up to 25% of the monthly rate; if a customer skips two weeks creating a 6 week interval, the rate is the monthly rate + up to 50% of the monthly rate; if longer than 6 weeks, the One Time rate applies.
- **Example 4:** Bi-Weekly customer who requests an additional cleaning in-between scheduled visits would be charged the applicable (lower) “Weekly” rate for the next 2 cleanings as there will be a one-week interval between both cleanings.
- **Example 5:** A recurring customer cancels 2 or more cleanings in a row. Our business may cancel their recurring cleaning schedule and request they call when they are ready to resume and, if appropriate, be placed on the waiting list.

Fee for Reschedule, Cancellation, Reduction of Services Requested or Lock-out for Recurring Service with LESS THAN A 72-BUSINESS HOUR NOTICE

We are happy to work with customers to reschedule, reduce the services requested, and cancel services throughout the year to work around your schedule. However, if you cancel or reschedule your appointment after 72- business hour notice, you will be charged the full amount of the cleaning. ALL CANCELLATIONS AND/OR RESCHEDULES MUST BE IN EMAIL OR TEXT. Please note that some last-minute cancellations can be prevented if a customer provides us with access to their home using a garage door code, key, lockbox or other methods.

Termination or Pause of Recurring Cleanings

If you would like to cease receiving service temporarily, long-term, or permanently, or reduce the frequency of your cleaning cadence, we require 2 weeks' notice. Less than this is considered a late cancellation and you can be charged.

Payment for Services

A valid credit card must be kept on file upon signing this agreement. The full amount for the cleaning service will be charged to the card on file immediately after the service is completed, or within 24 hours at the latest.

For the first cleaning, a deposit (amount to be agreed upon) is required in advance to secure the scheduled slot..

Non-Solicitation of our Employees

When entering into an agreement for services with our business, you agree not to solicit for hire any staff member introduced to you by us for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and

training our cleaners. If you are interested in one of our cleaners, give us a call and we will try to work this out honestly.

Feedback

Getting customer feedback is an important ingredient to a successful house cleaning service relationship. Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience in the industry.

100% Satisfaction Guarantee

If you are not happy with any area we have cleaned, simply call the office within 24 hours and we will come back and re-clean it free of charge. The cleaning technicians must be allowed to come back into the home within 1 business day, and sometimes are able to return the same day. Please note we do not offer cash refunds or money off the cleaning, but we will 100% return and clean it.

Biohazard & Decluttering Disclosure and Service Refusal Policy

The Client is responsible for accurately disclosing the condition of the property prior to the scheduled service. This includes, but is not limited to, the presence of biohazard materials or environments requiring decluttering.

Biohazard materials include, without limitation, bodily fluids (blood, urine, feces), medical waste (needles, syringes), or any other hazardous substances that pose a risk to health and safety.

520 Cleaning Solutions does not perform biohazard remediation or decluttering services.

Failure to disclose such conditions prior to the appointment may result in immediate refusal or cancellation of service at the discretion of 520 Cleaning Solutions. In such cases, any deposits, security deposits, or fees paid prior to the completion of the service shall be non-refundable.