

Port City Cleaning Services

Cleaning Service Agreement

1. There is no term to this agreement between the client or Port City Cleaning Services. You may cancel your cleaning service at any time. Port City Cleaning Services also reserves the right to cancel the service provided at any time.
2. We strive to provide the most professional cleaning service. All the professionals are bonded and insured and have been thoroughly trained in the proper use of all products and equipment.
3. We guarantee our staff will not smoke, watch TV, have personal phone or text conversations, or listen to the radio in the homes they are cleaning.
4. We will arrive on the day scheduled as requested and agreed upon; however, Port City Cleaning Services reserves the right to close our office at any time, due to inclement weather.

OUR GUARANTEE TO YOU

100% Satisfaction Guaranteed! If for some reason something does not meet your approval please inform our office within 24 hours and we will make arrangements to have the problem corrected, at no additional cost. We guarantee to have your concerns addressed within 24 hours. Port City Cleaning Services will only guarantee work that was completed and paid for by the client.

QUALITY OF CLEANING

Each team member also signs off on "check sheet" after each job. We will also periodically follow up to ensure you are satisfied with your cleaning. Quality is our #1 priority!

SECURITY/ ENTRY

Most customers give us a key to their home or a code to the garage, but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or customer name is used) and locked in a safe when not used by us. Only our top management staff has access to the safe. Security is a major concern at Port City Cleaning Services. Our policy is to lock the door while we are cleaning and to not allow access to unknown people. For safety reasons, please don't rely on our cleaning professionals to let in workmen during the time we are in your home unless we have written instructions to do so

PAYMENT

Since we do not bill our clients, we appreciate full payment on the day of the cleaning services. Payment by cash in a sealed envelope with your name and address or check should be left on the kitchen counter. A \$30.00 fee will be charged for any returned checks, in addition to any other fees charged by the banks **All prior balances must be cleared, before the next service.**

JOB START/END TIMES

We charge by the job not by the hour.

CLEANING FEE INCREASES

Port City Cleaning Services reserves the right to reevaluate rates at any time based on the time required to perform our service to meet the client's standards. We will monitor the actual cleaning time for the first two months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid. We reserve the right to adjust the estimate after the job is completed.

LATE CANCELLATIONS/ LOCKOUT FEES

We understand schedules change. We ask that you contact us no later than noon the day before your scheduled cleaning to cancel or reschedule. Cancellations later than noon the day before are subject to a \$50 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key. For Monday cleanings, please call our office by noon of the preceding Friday.

SICKNESS

If someone in your home is sick (contagious) please contact our office and we will be happy to reschedule your cleaning.

EXTRA REQUESTS

Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, the basement, garage, extra rooms) so we can schedule the time needed to complete these tasks. We will provide an over the phone estimate, however, we reserve the right to adjust the quote after the job is completed.

ACCIDENTS/DAMAGE

Because of the nature of our business our staff is required to touch virtually everything in your home. We are as careful as possible; however, if something does get damaged while cleaning your home, our staff are instructed to call our office at once and to leave a note advising you of the incident. The office will also follow-up with a phone call to determine the best course of action. In the event an item is damaged or broken we reserve the option of repair or replacement. A dollar value of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined.

Helping Hands, Inc. is not responsible for damage due to faulty or improper installation of items. Please inform us if any items in your home require this type of attention. Examples would be: broken or improperly installed blinds, tiles, curtain rods, shelves, loose carpet etc. All surfaces (marble, granite, etc.) are assumed to be sealed and ready to clean without causing harm.

The most tragic form of damage is something irreplaceable either monetary or sentimentally valued. Rather than be sorry, the safest way to protect these items is to store them away on the cleaning day, or instruct us not to clean such items.

CLUTTER/ HOUSE PREP

Yes. We would appreciate items were picked up off the floor and dressers and counters were organized before we arrive. This allows the cleaning staff to clean more thoroughly. We also ask in the summer months if you could set your air conditioner at an appropriate temperature. If for some reason you do not want a particular room cleaned, please just leave a note'

PETS AND PLANTS

Pets are not a problem. However, we do need to know if you have them and we would like to have the pet's name. Also, if any pet is aggressive we ask that you secure them while we are cleaning your home. If they are friendly we will be happy to clean around them. Our teams are instructed not to enter a house if they believe an animal is a threat. Please remember that pets may behave differently if a family member is not present. Due to the individual care that plants require, we are not able to maintain them.

ITEMS THAT WE WILL NOT CLEAN/CANNOT DO

We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up. Our teams are advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the area. We will leave you a note, or call you

regarding the problem. We do not clean inside curio cabinets. If you have other items you prefer we not clean or handle, please call the office and we will arrange to avoid those items. Our staff can not climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 20 pounds, prepare meals, provide any pet or children-related services, or empty diaper pails.

GRATUITY

Although a gratuity is not expected or required, the team members certainly welcome it! A great way to show the team your appreciation is with a gratuity. The amount of gratuity is split equally among the members of the team. You may leave a cash gratuity for the team (preferred method) or add the gratuity to your payment by specifying the amount on the check.

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home therefore your cleaning service for that day will be cancelled. When this occurs, we will try to reschedule. Please assist us with your understanding in rescheduling.

HOLIDAYS

We do not provide service on New Years Day, Good Saturday (day before Easter), Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve day and Christmas Day. We will contact you approximately one month ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office ahead of time to reschedule your cleaning.

CUSTOMER REFERRAL PROGRAM

New Customers If you are a new customer we will take off 30% off the price of the second cleaning, 20% of the price of the fourth cleaning and 10% of the price of your 6th cleaning.

Receive \$25 off of your next cleaning when you refer a friend who uses our service. Upon completion of the initial cleaning of the referred friends home and after we have received their payment we will credit you a onetime credit of \$25 towards your next cleaning.