



## SERVICE AGREEMENT & COMPANY POLICIES

Hate2clean.com Maid Service LLC believes having the same goals & expectations with our clientele is the key to our success. Mutual respect and clear communication go hand in hand with maintaining a great relationship with our clients. We hope that this service agreement helps foster this respect and communication with you and your family.

### BUSINESS HOURS

Our cleaning hours are from Monday to Friday, 9:00 am to 5:00 pm. We are also available on weekends by appointment only. You can reach us at 713-504-7151, and feel free to send us a text message at the same number. If we are unable to answer your call, please leave a message, and we will return your call as soon as possible. During weekends, your call may go to voicemail, but rest assured that we will respond on the following business day. Additionally, you can contact us via text message or email at [info@hate2clean.com](mailto:info@hate2clean.com). We value our clients and prioritize their needs and requests, ensuring a prompt and responsive service experience.

### SERVICES PROVIDED

At Hate2clean.com, we offer a range of professional cleaning services to meet your specific needs. Our services include Basic Cleaning, Move-in Cleaning, Move-out Cleaning, Make Ready Cleanings, as well as various optional extras. For a comprehensive list of what is included in each cleaning service and details about our extras, please visit our website at [www.hate2clean.com](http://www.hate2clean.com).

Additionally, we provide the option to enhance your Basic Cleaning with our "extra" services. To schedule these additional services, simply reach out to us via phone, email, or text with your request, and we will accommodate it as scheduling permits. We highly recommend informing us of your request as early as possible to ensure we can best meet your needs. Pricing for the extras will be determined based on the specific tasks and the size of your home. Upon client request, we will provide a price quote for the selected "extras."

During the course of our service, if your needs change, we understand that you may require a different cleaning package. Advanced scheduling is required to allocate the necessary time and supplies accordingly. Please note that, in order to maintain consistent quality across all our clients, we are unable to offer substitutions for the tasks included in our Basic, Move-in, Move-out, and Make Ready cleanings. The "extras" tasks cannot be performed instead of or as a substitute for any or all of the tasks outlined in those specific cleaning packages.

We value your satisfaction and strive to provide exceptional service tailored to your requirements. Please do not hesitate to contact us to discuss your cleaning preferences and any specific requests you may have.

### SETTING APPOINTMENTS AND CANCELLATION/LOCKOUT POLICIES

To provide you with the best cleaning service possible, we operate on an appointment-only basis. Once you reserve a cleaning appointment with us, we ensure that the designated time slot is exclusively reserved for you, turning away other potential clients to honor your appointment. In order to secure your appointment, we kindly request that you provide an active debit/credit card, which will be securely held on file.

We understand that plans can change, and you have the flexibility to cancel your service at any time. To avoid a cancellation fee of \$50.00, we kindly request a notice of cancellation at least two weeks in advance. If there are any remaining scheduled cleanings after receiving your notice, we will continue to provide the cleaning service on those designated days, and you will be charged accordingly. However, if you refuse the remaining cleanings, you will still be charged for those scheduled appointments. Cancellations can be communicated through a phone call, text message, or email to our office.

In the event of a cancellation or lockout with less than 48 hours' notice, the client agrees to pay the full cost of one scheduled cleaning, plus a \$50.00 cancellation or lockout fee. A lockout occurs when our cleaners arrive at your home on the scheduled cleaning day but are unable to access the premises for any reason. In such cases, your credit/debit card on file will be charged the full cost of the scheduled cleaning, along with the \$50.00 cancellation fee. Please note that we do not issue reimbursements or credits for services not performed due to lockouts. We are not responsible for work not performed if circumstances beyond our control prevent us from accessing the premises or if our staff's safety is compromised due to client-related factors. We reserve the right to refuse service to anyone.

As a client, it is your responsibility to keep track of your cleaning appointment. We recommend marking your calendar or setting reminders to ensure you don't miss your scheduled cleanings.

Here's a helpful hint: Plan ahead and mark your calendar with your scheduled cleanings up to one year in advance. To avoid unnecessary lockout or cancellation fees, please schedule your holidays, vacations, and home improvement/construction projects around your cleaning appointments. By providing us with two weeks' notice of any plans that may affect our ability to clean for you, you can easily avoid any fees. Effective communication is essential for a smooth cleaning experience, and we greatly appreciate your cooperation in this regard.

## **PAYMENT**

To facilitate a convenient and efficient payment process, we kindly request that you provide an active Visa or Mastercard to be kept on file for all payment transactions. In order to ensure a smooth experience for our valued clients, we process all payments one week prior to the scheduled cleaning service. This timeframe allows for our credit/debit card processing company to securely handle the payment processing, while also providing us with ample time to receive the payment before your cleaning takes place. By adhering to this process, we are able to promptly compensate our dedicated cleaners, as well as reserve your designated time slot exclusively for your cleaning appointment. This commitment entails that we refrain from accepting other business opportunities during that time, guaranteeing that your home will be cleaned on the scheduled date.

We want to emphasize that your payment not only covers the cost of the cleaning service itself but also ensures the dedicated reservation of your time slot. This allows us to provide you with the highest level of service and prioritize your cleaning needs above all else.

We sincerely appreciate your understanding and cooperation in this matter. By entrusting us with your payment details and adhering to our payment process, you are helping us maintain our commitment to professionalism, reliability, and the exceptional cleaning experience we strive to deliver.

## **SALES TAX**

Sales Tax is 8.25% (Texas State sales tax) on all services and fees.

## **TIPS**

Tipping is appreciated! To avoid confusion, please clearly mark money as "tips" so our cleaners know it is meant for them. Our cleaners never, ever want to take anything that does not belong to us. We can also charge your credit/debit card on file for tips as well. Just text us at 713-504-7151 let us know how much you would like to add. Thank you in advance!

## **ARRIVAL TIMES**

At Hate2clean.com Maid Service LLC, we strive to provide reliable and efficient service; however, due to the nature of cleaning tasks, we are unable to guarantee an exact arrival time. We appreciate your understanding as we require some flexibility in our arrival and departure window, which falls between 9:00 am and 5:00 pm.

To assist you in planning, we can provide you with an estimated block of time during which you can expect our arrival. Please note that circumstances beyond our control, such as traffic conditions, may cause us to arrive earlier or later than the estimated time.

For your convenience, upon your request, we can notify you via call or text message when our cleaners are on their way to your location.

In the event that we arrive for a scheduled service and are unable to access your home, a lockout fee will be applicable. This fee is equal to the cost of the cleaning service plus an additional \$50.00 lockout fee. To avoid any unnecessary lockouts, we strongly encourage our clients to provide us with keys to their homes. For more information on our key policy, please refer to the section titled "KEYS."

We appreciate your cooperation and look forward to serving you with our exceptional cleaning services.

## **PRICES/ESTIMATES**

To ensure efficient and uninterrupted cleaning service, it is important for us to have full access to all areas of your home. We strive to work safely and responsibly, although we cannot be held liable for the safety of individuals within the premises, including clients, their children, and pets. Therefore, it is crucial that we are able to work freely, without any restrictions or distractions. In the event that our work is significantly affected by distractions, which impede our ability to complete the job promptly, we reserve the right to charge your credit card or debit card on file for the additional time spent in your home.

We kindly request that you prepare your home by removing toys, clothing, or any other items prior to our arrival. This allows us to maximize our time and provide you with the most efficient cleaning service possible. Additionally, we appreciate it if you can declutter your home in advance. Should you require assistance with picking up and decluttering, please inform us before scheduling the cleaning, and we will gladly accommodate your needs. Please note that an extra fee will apply for light organizing, picking up, and decluttering services.

Here's a helpful tip: To optimize the cleanliness of your home, we recommend keeping no more than five items on any surface. By minimizing clutter, we can clean a larger surface area, resulting in greater value for you and your home. Feel free to utilize decorative boxes and baskets, as any items contained within them will be considered as a single item.

In situations where excessive clutter (more than five items) or failure to pick up items hinders our ability to clean effectively, we reserve the right to skip those areas without adjusting the initially quoted price. Alternatively, we may choose to adjust the price accordingly to accommodate the additional time required, in which case we will charge the credit card on file for the services rendered.

We appreciate your cooperation and understanding as we strive to provide you with the best cleaning service possible.

## **EQUIPMENT AND SUPPLIES**

At Hate2clean.com Maid Service LLC, we take pride in providing our own professional cleaning supplies, vacuums, and equipment to ensure the highest quality of service. Rest assured that all the materials we use are clean and disinfected before we begin working in your home.

To maintain our strict quality standards and minimize liability, we kindly request that we use our own supplies, vacuums, and equipment. This ensures consistency and effectiveness throughout the cleaning process.

Our commitment to excellence also extends to the care of wood surfaces. Given their delicate nature, we prefer to use the furniture polish or oil that you have informed us about during our initial conversation. If we are unable to find or purchase the specific product, we may request you to provide it. However, please note that if the requested product is not provided, we reserve the right to perform a light dusting using dry rags or dusters. This approach applies to both wood surfaces and hardwood floors.

Our goal is to provide you with a thorough and exceptional cleaning experience while prioritizing the safety and preservation of your home. Thank you for entrusting us with your cleaning needs.

## **HOLIDAYS/VACATION**

At Hate2clean.com Maid Service LLC, we understand the importance of maintaining a clean home throughout the year, even on holidays and vacations. While we operate during all national holidays except Christmas Day and Thanksgiving Day, we respect your preferences if you prefer no cleaning on a holiday. To accommodate this, we kindly request a 2-week notice, or a \$50.00 cancellation fee will be applied to your credit card on file.

Please note that we also take a 2-week vacation once a year. We will notify our clients well in advance of our vacation dates. If your scheduled cleaning falls during our vacation, we will make every effort to reschedule it for the week we return, although this cannot be guaranteed. In the event that your cleaning coincides with an observed holiday, we will also make every effort to reschedule it for the same or following week, while keeping in mind that scheduling may be subject to availability.

For any cancellations, lockouts, or missed payments with less than 48 hours' advance notice, a fee of \$50.00 plus the cost of a full cleaning will be charged to your credit/debit card on file. This policy applies without exceptions.

To ensure smooth scheduling, we recommend marking your calendar a year in advance and notifying us as early as possible if you do not require cleaning on holidays or during our vacation. It is the client's responsibility to inform us of any cleaning adjustments. We appreciate your cooperation in this matter.

## **SICKNESS**

To ensure the safety of our staff and clients, please notify us by phone at least 24 hours in advance if there are any infectious diseases in your household. In such cases, Hate2clean.com Maid Service LLC reserves the right to reschedule the appointment or proceed with the cleaning. Rest assured, we come prepared with gloves, disinfectants, and hand sanitizers to maintain a clean and safe environment. We understand the importance of thorough cleaning, especially during times of illness. Please note that cancellation fees may apply without proper notice.

## **WEATHER**

During severe weather conditions that render the roads unsafe for travel, Hate2clean.com Maid Service LLC prioritizes the safety of our staff and clients. In such cases, we will be closed for business. Rest assured, we will make every effort to contact you via phone or text message to reschedule your appointment for a suitable alternative day.

## **QUALITY CONTROL**

At Hate2clean.com Maid Service LLC, our aim is to provide exceptional cleanings and deliver excellent service. If you ever have any concerns or are unsatisfied with your cleaning, please let us know, and we will promptly address it during the next scheduled cleanings. We value your feedback and will strive to accommodate your requests within the scope of your chosen services.

Please note that due to the subjective nature of cleaning and our limited resources, we are unable to offer free cleanings or refunds for any reason.

To ensure a positive cleaning experience, it's helpful to have realistic expectations and consider factors such as areas dirtied after our service or the coverage of your chosen cleaning services. We encourage you to communicate any concerns or questions you may have, and we will gladly assist you.

By working together and fostering mutual respect and understanding, we aim to keep you satisfied and provide excellent service to you and your home for years to come.

## **PARKING**

We ask you to provide us with driveway access parking (when available) to your home for loading and unloading our equipment and supplies from our vehicles. Street parking at customers expense.

## **ACCESS**

If you have an alarm system, please be sure that it is turned off before we enter your home. We encourage all of our clients to issue us a key. If you choose not to issue us a key you can leave a key in a predetermined hiding place or you can provide a lockbox for us to access your home. After this, we will return the key when we have finished our service. You can also give us the code for the alarm system of your garage door.

## **KEYS**

At Hate2clean.com Maid Service LLC, we prioritize the security and privacy of your home. To ensure a seamless cleaning experience, we kindly request that you provide us with a coded key that is not linked to your home's identification.

Rest assured that your key will never have any identifiable information that could be traced back to your home. When not in use during cleaning visits, your key will be securely stored in a protected location.

In the event of service termination, we will take care to return your key to you promptly. This can be done through certified mail or by arranging a convenient time for a personal key handover. Please be assured that at no time will your key be out of the possession of Hate2clean.com Maid Service.

We understand the importance of looking after you and your belongings. Your trust is greatly appreciated, and we are committed to maintaining the highest standards of security and care.

## **PETS**

At Hate2clean.com Maid Service LLC, we appreciate and welcome pets into your homes. We understand the importance of ensuring their comfort and safety during our cleaning process. While we strive to create a pet-friendly environment, we kindly request that you take certain precautions for the well-being of our employees and staff.

If you have aggressive pets, we kindly ask that you secure them in a separate area during our cleaning visits. We want to ensure the safety of our team while still being able to access all the necessary rooms to provide the scheduled cleaning service. If a room is occupied by a confined dog(s), we will skip cleaning that particular room to avoid any potential issues.

A helpful suggestion that many of our clients find effective is the use of crates. Crating provides a protective space for your pets and prevents any potential incidents involving our cleaners or exposure to biohazards such as vomit or litter boxes.

We value the well-being of both your pets and our team, and by working together, we can maintain a safe and pleasant cleaning experience for everyone involved.

## **TEMPERATURE IN HOME**

For the comfort of our cleaners, we ask you to leave your air conditioner/heater on at a comfortable temperature (70 degrees) and we will be happy to raise it back to a predetermined temperature before us leaving.

## **BREAKAGE/DAMAGE**

While cleaning your home, we exercise utmost care and caution, but we acknowledge that accidents can occur. Our commitment lies in maintaining transparent and trustworthy relationships with our clients. In the event of any breakage or damage within your home, we will promptly notify you and take the necessary steps to address the situation appropriately. The appropriate actions may vary depending on each household's specific circumstances.

If you happen to notice any breakage or damage, it is vital that you inform us immediately within 24 hours of your scheduled cleaning appointment. This ensures that we can take prompt action.

Please understand that we cannot accept responsibility for any damage that is not reported within this timeframe.

Items of significant value, whether monetarily or sentimentally, should be handled directly by the customer in terms of dusting or cleaning. It's important to note that our breakage and loss policy does not cover antiques, irreplaceable one-of-a-kind items, or hard-to-find items. To ensure their safety, we recommend moving such items to a secure location on the day of your cleaning, inaccessible to our house cleaners.

Furthermore, we cannot assume responsibility for any breakage or damage that may occur to tempered glass shelves in refrigerators, given their fragile and delicate nature. Additionally, we are not liable for any breakage of items that are inherently unstable or in an unstable environment. In such cases, we reserve the right to exclude these areas from our cleaning routine.

We operate under the assumption that all surfaces are stable, sealed, and ready to be cleaned without causing harm. Our goal is always to find a solution that benefits both parties.

## **SAFETY**

For safety reasons, we do not move anything weighing more than 10 lbs.

If you wish us to clean behind anything heavy such as a couch or refrigerator, please move it before serving to allow us access to that area. Wherever windows, furniture or fans are affected we clean what is within reach or use extension poles. For our safety, all firearms in a client's home must be stored and locked.

## **RATE CHANGES**

We maintain the right to periodically review and adjust our rates to account for various factors such as inflation, the number of residents, presence of pets, guests, business-related expenses, increased cleaning time, and other cost escalations. As part of our policy, we implement an annual rate increase of \$2.00 for ongoing services, commencing on 01/01/2020. This adjustment allows us to continue delivering high-quality cleaning services while accommodating any rising expenses that may arise over time.

## **SOLICITATION OF SERVICE PROVIDER**

To maintain a positive and stable working relationship, we kindly request that clients refrain from soliciting, enticing, or influencing any service provider of Hate2clean.com Maid Service LLC to leave our company or take over their cleaning contract. This includes direct or indirect solicitation, whether by the client personally, through a family member, or through any other individual or entity.

In the event that such solicitation occurs, a referral fee of \$5,000 will be charged to the client. This fee is due within 30 days of notification by Hate2clean.com Maid Service LLC. Failure to remit the fee will result in the pursuit of alternative methods of collection, without requiring proof of damages.

We greatly appreciate your understanding and cooperation in maintaining a harmonious working environment for our dedicated service providers.

## **COMMUNICATION**

Effective communication is essential for a smooth cleaning experience. Please contact Hate2clean.com Maid Service LLC directly via email, text, or phone calls at 713-504-7151 to address any requests, grievances, or changes. We kindly ask that you refrain from relying solely on notes or communicating through our cleaners. Rest assured, if you reach our voicemail, we will promptly return your call. Thank you for your cooperation and choosing us as your cleaning service provider.

## **TERMINATION**

As a valued client, you have the option to terminate our services at any time by providing a two-week (14 days) notice. It is important to note that without the required notice, termination fees will apply. For further information on our termination policies, please refer to the **SETTING APPOINTMENTS AND CANCELLATION/LOCKOUT POLICIES** section. You can communicate your termination by contacting us via phone, email, or text message. We appreciate your understanding and cooperation.