

## Service Agreement 2021

### 1. Cleaning Terms

*Cleaning Services:* Services will follow an itemized checklist, which can be reviewed on our website for your convenience. Your quoted flat-rate includes everything outlined on your applicable checklist. Extra services will be an additional cost. Recurring services will always begin with an initial clean at an hourly rate. Any one-time cleanings separate from your recurring cleaning date will be invoiced at a 2-hour minimum.

*Appointment Time:* Due to the time consuming and unpredictable nature of cleaning, an exact time of arrival cannot be guaranteed. We provide **AM and PM arrival time blocks** for your convenience.

<b>AM arrival - between 9:00am – 1:30pm</b>	<b>PM arrival - between 11:00am – 3:30pm</b>
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Cleaners will text you when they are on their way with an estimated arrival time (please note: this is an automated message and you cannot respond to the text. If you need to contact us, please contact the office at (252) 419-6008).

*Add-ons & Trades:* Anything outside of the agreed upon scope of work, including the cleaning of rooms not originally included in the bid, are considered add-ons and additional fees will apply. All add-ons and trades must be processed through the office. House cleaners are not authorized to deviate from the work order without prior approval from management. All add-ons must be scheduled ahead of time.

*Supplies:* Happy Home Cleaning will provide all equipment and supplies **except** for kitchen/bathroom trash liners and toilet brushes (with the exception of move-in/out cleanings).

- *Trash Bags:* Please be sure your kitchen trash bags are stocked. Our team will usually be able to locate them if they are under the sink or in the pantry. If they are in a more discrete place, please place them in the kitchen prior to your cleaning appointment. If you have liners for bathroom trash cans, please make them available in the bathrooms (under sink preferably).
- *Toilet Brushes:* Each bathroom must have their own toilet brush. Please have your toilet brushes placed next to toilets. If our staff cannot locate toilet brushes, the inside of toilets will not be cleaned.
- *Vacuums:* Please have a carpet vacuum readily available for cleaners to use if needed (as a backup).
  - Apartments and/or condos higher than the 2<sup>nd</sup> floor must provide their own *carpet* vacuum for the cleaners to use.
  - Homes with pets that heavily shed may be asked to provide a carpet vacuum for services if it is determined necessary after your in-home estimate/assessment at initial cleaning. We will always provide a hardwood floor vacuum to remove pet hair.

If requested, our team will use your household cleaning products and/or special equipment (such as vacuums).

\*Cleaning is done assuming all surfaces are sealed, i.e. countertops, floors, etc. If you are aware of any surface that is not sealed, please notify us so that we may take appropriate actions.\*

### 2. Services Not Offered

Make sure to review your cleaning checklist to understand what is included in your services.

Please note that we do NOT:

Do dishes or laundry  
Clean walls  
Wash windows (exteriors)  
Unclog drains and pipes  
Remove paint off surfaces  
Remove hard water deposits

Repair appliances or furniture  
Clean animal cages or litter boxes  
Clean out fireplaces  
Clean interior of dishwashers or laundry washers/dryers  
Provide fire or water damage restoration services  
Thaw/clean freezers

\* We do not clean animal cages, litter boxes, animal droppings, human or pet feces, urine, vomit, or similar biohazards. We will clean around animal boxes but cannot clean up actual bodily fluids by OSHA standards. Happy Home Cleaning will cancel cleanings that put cleaners' health at risk. \*

### 3. Preparing for your Cleaning

We remind our clients of their upcoming cleaning appointments via NO REPLY text reminders. However, it is ultimately your responsibility to know when your cleaning appointments are scheduled for. If you are unsure of when your next recurring cleaning is, please contact us at [info@happyhomecleaningnc.com](mailto:info@happyhomecleaningnc.com). Cancellation fees will apply for insufficient cancellation notices/lockouts.

In order for the time we spend in your home to be as efficient as possible, we ask that you pick up any clothing, toys, or other household items. It is also helpful if there are no dishes in the sink so it can easily be accessed to be cleaned and be used for cleaning parts of your kitchen appliances. If you have linens that you would like replaced on the beds, please leave them out for your cleaners.

\*NOT ALL OF OUR CLEANING TEAMS SPEAK ENGLISH, SO ANY INSTRUCTIONS, QUESTIONS, OR FEEDBACK MUST BE COMMUNICATED TO THE OFFICE\* Communication with the office must be by email, text or phone call. DO NOT direct message us on Instagram or Facebook regarding your service.

### 4. Lock-out Policy

Please be sure we can enter your home by providing us with a code (garage, door, keybox) if you plan to not be at the property. If we arrive for a scheduled service and are unable to access your home, then an \$85 lock out fee will be incurred and will need to be paid before the next scheduled cleaning.

### 5. Pets

All pets in the home must be kenneled, let outside (not in the area of city trashcans), or out of the home prior to your cleaning services. This is to ensure cleaning efficiency, the safety of our cleaners, and protect you and your pets. If pets are loose in the home when cleaners arrive, they will not be able to clean. If owners are not there to kennel them, then the appointment will have to be cancelled and an \$85 lock out fee will be incurred.

### 6. Reschedule & Cancellation

*Cancellation Policy:* We understand that there may be times you will need to change or cancel your appointment. While we are understanding of last-minute schedule changes, we require at least 48 hours notice (business days M-F and hours 8am-5pm) for all cancellations. Cancellations must be sent via email, text or phone call. Please do not message us through DM on Instagram or Facebook. For cancellations that are made less than 48 hours prior to the appointment, or our team arrives and is unable to get into the house, a fee of \$85 will be incurred.

\*Your appointment is not cancelled until you have heard back from our team with a confirmation email and text of cancellation. Note: you cannot text back the number you receive reminder texts from—they are automated messages and not linked to our phone number. Please email [info@happyhomecleaningnc.com](mailto:info@happyhomecleaningnc.com) or call/text (252) 419-6008.\*

*Skipping Recurring Appointments:* If you are scheduled for a recurring service (weekly, bi-weekly, or monthly) and skip cleanings for any reason, then rates will be adjusted to cover additional time and supplies to clean.

- Skipping 1 cleaning - additional charge of 25% added to your next service
- Skipping 2 cleanings in a row - additional charge of 50% will be added to your next service

Skipping more than 2 appointments will require the home to be cleaned at an hourly rate before going back to a flat-rate. If you are able to reschedule near your original scheduled date then these fee may not apply. If Happy Home Cleaning cancels for any reason then this policy does not apply.

*Other Fees:* If your home does not allow for cleaners to park for free and have a guaranteed spot (i.e. apartment buildings in downtown area), then a \$15 parking fee will be added. Please try to plan for cleaners to park in your driveway.

*Winter & Inclement Weather:* During the winter months, Happy Home Cleaning requires that sidewalks/walkways be free of ice to prevent slip and fall injuries. If cleaners arrive to your home and are unable to safely access the property, then the appointment will be cancelled/rescheduled. Happy Home Cleaning will be closed for business when extremely severe weather causes dangerous driving conditions or the state/city warns against driving. We will notify you to reschedule as quickly as possible.

*Holidays:* Happy Home Cleaning will be closed on the following holidays: New Year's Day, Fourth of July, Thanksgiving Day and Christmas Day. We may also be closed on Memorial Day and Labor Day. Skipping fees may apply if you are not able to reschedule. We always try to give sufficient notice when rescheduling.

*Sickness:* If anyone in the home is sick with a contagious illness (flu, cold, pneumonia, chicken pox, lice, etc.) you must cancel/reschedule your cleaning.

\*COVID-19—If you have tested positive or are experience severe symptoms of COVID-19, please notify our office immediately.\*

Our goal is to ensure that our clients and team members feel comfortable and safe during services. We will follow updated safety protocols for vaccinated and unvaccinated persons suggested by the CDC guidelines. We ask that our clients do the same while interacting with cleaners.

## **7. Payment**

*Service Payment:* Payment is due upon service completion. All clients are required to have a credit/debit card on file. Recurring service accounts must set up one of the following payment options:

- 1) AUTOMATIC: Card on file charged automatically after each service (arrange with the office any added tips)
- 2) ONLINE PORTAL: Receive an invoice with an online payment link. Due within 24 hours. (option to tip online)
- 3) VENMO: Receive a Venmo request. Due within 24 hours. (option to send tip)

*Cleaners Tips:* We welcome and greatly appreciate tips. Customers are welcome to add on a tip to their automatic payment for their convenience. If tipping with cash, please make sure it given directly to cleaners or labeled if left (with a sticky note or envelope) so there is no confusion. Note: tipping cash will not reflect on your invoice.

Cleaners cannot accept service payment on site. All billing and invoicing is done through the office to ensure accuracy for your records. For this reason, we do not accept check or cash for services on site.

For your initial cleaning, you will receive an invoice to review prior to any card processing. A receipt of payment will be emailed after payment is successfully received. If you incur any additional fees, it will be properly communicated to you prior to any charge.

*Payment Failure:* If cards are declined there will be a \$10 service fee applied. If payment is not received within 5 days of the service date then a 10% late fee will be applied. If payment has not been received after 15 days of service, an additional 25% will be added. If Happy Home Cleaning places an account for collection with an outside agency or law firm, Happy Home Cleaning shall be entitled to receive reimbursements for reasonable attorney's fees, court costs, and other expenses of litigation. All customers agree that the venue for any litigation matter, including but not limited to, collection of overdue amounts, is proper in Wake County, North Carolina and is governed by the laws of the State of North Carolina.

## **8. Rate Changes**

Recurring full-house cleaning rates will not be reduced if an area is requested to not be cleaned at a service.

Adding on deep clean services to a recurring cleaning will be invoiced in addition to the recurring rate.

Happy Home Cleaning reserves the right to re-evaluate rates at any time based on the amount of time/supplies it takes to complete services. The condition of the home and cleaning time will be regularly assessed. New pets, people, lifestyle changes, etc. can affect the condition of the home which can affect the initial bid. Happy Home Cleaning will communicate any bid changes and/or service revisions before requesting payment.

## **9. Termination**

Services may be terminated by either party for any reason. Please kindly give 48 hours notice for all cancelled appointments.

## **10. Satisfaction Guarantee**

Any missed/dissatisfied areas must be reported within 24 hours of your cleaning service if a reclean is requested. Please email [info@happyhomecleaningnc.com](mailto:info@happyhomecleaningnc.com) with pictures and a description of the areas. Upon assessment, if we determine that we did not clean properly, we will send a team member(s) back to your home within 2 business operating days to reclean the area in question at no additional charge to you. Cleaning any of the dissatisfied areas before we are able to assess them will void the guarantee.

## **11. Breakage/Damage**

Staff takes great care when cleaning your home, but occasionally accidents do occur. In the unlikely event that damage or breakage should occur while we are cleaning, we will make every effort to have that item repaired or replaced. Our policy is to inform you immediately when an accident occurs, but if you notice any breakage/damage please notify us immediately so that we may take appropriate action. Clients are responsible for making sure hanging items and shelves are properly secured to the wall. Please point out items which are irreplaceable due to sentimental or monetary value as we would prefer to avoid touching them. All clients are responsible for putting away any loose valuables, such as jewelry.

## **12. Referral Program**

We hope you love your sparkling home and share our business with your friends and family members who are in need of cleaning services. Customers who have active recurring services accounts can receive 10% off a service when a referred friend/family member books their first cleaning with Happy Home Cleaning. The friend/family member will receive 10% off their first *recurring* service (not initial service). Realtor-referred clients will receive \$20 off any move-in/out service.

**By moving forward with your cleaning service, you are agreeing to the contents of this agreement.**