



### **Terms and Conditions:**

**Cleaning Times:** We do our best to be prompt and arrive at the cleaning time as scheduled, but traffic and other clients may affect our schedule. If your scheduled cleaner is going to be more than 15 minutes late, we will contact you. We appreciate your flexibility.

**Payment Policy:** Payment is due at the time of service. We require a credit card to be on file. If no cash or check is provided at the time of service, full payment for all amounts owed will be processed using the credit card you have on file.

**Late Fee:** Overdue payments are subject to a late fee of \$25.

**No Show Fee:** If we arrive at your home for a scheduled cleaning and no one is present, or has not informed us they are cancelling, a \$75 fee will apply.

**Cancellation:** If a cleaning appointment is cancelled or rescheduled less than 48 hours in advance, a \$75 fee will apply.

Accounts with excessive no show or cancellation rates may be closed by management even if fees are paid.

On the rare occasion that Little Saints Cleaning Service reschedules or cancels a scheduled cleaning appointment with less than a 48-hour advance notice and has no available openings for another cleaning appointment within the next five business days, the next cleaning will be discounted \$25 for the inconvenience. If our offer to reschedule is refused by the client for any reason, no discount will be granted.

Returned Check Fee: Returned checks are subject to a \$25.00 processing fee, and may incur late payment fees if issue is not resolved.

**Limitation Of Liability**

All items of value that are non-replaceable, one-of-a-kind, sentimental value, collectors items, trophies, discontinued patterns, family heirlooms, and high cost crystal-china-ceramic items must be disclosed to **Little Saints Cleaning Service, LLC**. These items cannot be cleaned due to insurance regulations. **Little Saints Cleaning Service, LLC** will not be liable for items not disclosed and listed. **Little Saints Cleaning Service, LLC** will not be liable for items broken or damaged due to product wear-and-tear, nor damage to or caused by fixtures that are not properly secured such as pictures, mirrors, window treatments, wall coverings, lack of furniture glides for wood floors, lack of scratch covers on the bottom of furniture decor, cabinet mounted appliances, and household accessories. **Little Saints Cleaning Service, LLC** cannot be held liable for blinds/shutters that have dry rot, sun damage and/or are not installed properly. **Little Saints Cleaning Service, LLC** will not be liable for damage that is not reported within 24-hours of your last cleaning. We will not accept liability for damages directly or indirectly caused by non-standard company products and equipment requested to be used. **Little Saints Cleaning Service, LLC** will only consider liability for the repair or replacement cost of the item damaged or broken. If an item is part of a set, only the cost of the individual item will be paid.

**Service Quality Guarantee**

Little Saints 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 48 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 48 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to correct the problem.



Little Saints Cleaning Service provides all the cleaning materials and supplies for the cleanings. However, if you desire that we use your own equipment e.g. vacuum cleaner, mop & bucket, cloths and cleaning materials, you will need to let us know before your appointment. If you have special situations or type of finish on walls, sinks, cabinets, or floor that require a specific solution other than what we use, you need to let us know and not assume we should know. No two customers are the same and everyone has their favorite brands and way of cleaning. Also, some bleach based products are acceptable providing the necessary precautions are taken, any use of bleaching agents in the property is at the customer's own risk.

### **Complaints and discipline procedures**

For any reason you are not happy with the cleaning standards or for anything else please contact us as soon as possible – preferably within 48 hours. You as a customer and client are all important to us so if we get something wrong, please let us know and we will be happy to resolve the issue. We will always attempt to do our best to sort out the situation efficiently and promptly. For this guarantee to apply, you must have had your home properly de-cluttered before we arrived.

### **Health and safety**

All equipment, including electrical, to be used by Little Saints Cleaning Service must be in good working order. Any Customers home we clean must be a safe working environment in which to do our job properly. Health and safety is important to you as the customer and Little Saints Cleaning Service to eliminate any unforeseen accidents. In the event that a house is a hazard or cluttered, we reserve the right for our cleaners to take pictures of the area(s) for before and after of what was done.

### **Inclement Weather**

As you know the weather in Florida can be unpredictable. If there is a storm in progress on your scheduled cleaning day; we will make a judgment call as to whether the staff will be going out that day. We would never want to jeopardize the safety and welfare of our staff. If we do have to cancel your visit due to bad weather conditions; we will call you to reschedule your cleaning.

### **Keys, alarm systems and security**

If you as the customer require Little Saints Cleaning Service to hold a key to enter your home, under no circumstances will we keep your address details with the key. However to identify your key it is acceptable to keep a key fob with your initials to make it easier to identify which key belongs to you. You must inform us of any alarm system that needs to be unset or reset. It is in our best interests for your keys to be kept secure at all times. It is our policy to keep our

customers keys safe however we will be fully responsible for any keys lost or mislaid for them to be replaced as soon as possible.

If you as the customer are present for the cleaning, please make sure that you are there to let us in at the agreed time. If we arrive at the designated time and no one is home without giving notice, you will be subject to a fee.

### **Clutter:**

We ask that you provide a clutter-free environment, which allows us to reach all areas to be cleaned. We greatly appreciate it when things like dishes, clothes, toys, leftover food, etc. are put away before we arrive. Since we are on a schedule, we will be working as quickly and efficiently as possible. Clutter increases the time it takes to clean your house at the rate we quoted and reduces our ability to fully complete your cleaning, both in time and quality.

### **Pets**

We understand clients with pets tend to think of them more as members of the family. We want to make sure we do all we can to minimize the stress that may occur when strangers enter their space. We are more than happy to meet and be acquainted. While we love pets, we do ask for any pets that are aggressive, skittish or like to be underfoot to be placed in an area we will not be cleaning for their safety and ours.

Due to health risks we cannot clean up after blood, vomit, and feces (*human and animal*), this includes cleaning of litter boxes and dog kennels.

### **Wear and Tear**

The longer we live in our homes, the more wear and tear builds up in it. Baseboards, bottom of showers and tubs, mold/mildew, excessive water spots and soap scum on glass shower doors, worn flooring, grout, window tracks, etc. are all areas where wear and tear will impact results. These areas may take more than one cleaning to improve in appearance or may not come clean at all.

### **Distractions**

It is important for us to have access to every area of your home that we will be cleaning. In doing so, we need to work freely and without distractions. Our staff are trained to work in an efficient manner. While we encourage our staff to converse with our clients, we also require them to complete their work in a timely manner. We ask that you do not disrupt their workflow by making special requests or excessive talking(beyond cleaning instructions) during your scheduled cleaning.

Every effort is made to work safely and cautiously and we cannot assume liability for injury to others. We kindly ask that you, your children and pets remain out of the rooms that we are cleaning in order to prevent safety hazards (contact with cleaning products, tripping over buckets, caddies, vacuum cords, etc.).

