

## Terms & Conditions (Residential)

**SATISFACTION GUARANTEE:** Your satisfaction is very important to us. If you are not happy, we will come back and re-clean any areas free of charge according to our 100% Satisfaction Guarantee. I understand that Tidy One Cleaning Co. does not refund any portion of a cleaning fee.

**NO TERM:** There is no term to this agreement between the client or Tidy One Cleaning Co. You may cancel your re-occurring or one time cleaning service before 7 days prior to the scheduled booking. Tidy One Cleaning Co. also reserves the right to cancel the services provided at any time.

**INSURED:** We strive to provide the most professional cleaning company you hire. All the professionals are fully screened and insured. WSIB clearance certificate and liability insurance certificate can be provided upon request.

**EQUIPMENT AND SUPPLIES:** We provide our own cleaning supplies and equipment including vacuums, mops, and cleaning products. If you have a specific product you want used, please call our office or alert your team leader so your file can be noted.

**SCHEDULING:** Scheduling changes can result in the following;

**PRICE CHANGES & FEE INCREASES:** Tidy One Cleaning Co. reserves the right to re-evaluate rates at any time based on the time required to perform our service to meet the client's standards and will give you a minimum of 30 days notice.

**PAYMENT POLICY:** Payment is DUE IN FULL when booking a schedule verbally, by email and online and up to the date of service. Late payments past 72 hours after the services are provided will be subject to a \$35.00 fee up to a provided service total of \$350.00 and a total 10% Late Fee for service jobs exceeding \$350.00 exclusive of taxes.

**LATE CANCELLATION:** Late Cancellation fee of \$50.00 will be charged unless notification of a change has been made 24hr prior to the service date. All notifications must be made by calling our office or emailing. Telling the cleaning team when they are in your property is not considered notification.

**CANCELLATION DUE TO ACCESS:** Tidy One Cleaning Co. reserves the right to suspend or cancel a booking if there are problems with the access, water or electricity supplies, or problems working around other contractors and /or service providers, as well as interference from any party. The client will still be held liable for the full cost of the agreed service.

**EXTRA WORK:** Please call us in advance for special requests (i.e., after construction, appliance interior cleaning, garages, 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.

### ITEMS WE CANNOT CLEAN/DO: HOT TUBS/POOLS/JETTED TUBS

Tidy One Cleaning Co. reserves the right to limit or exclude liability on all hot tubs, pools or jetted tub style appliances/chattels and related equipment that may require extra maintenance outside the normal scope of our cleaning. We accept no responsibility or liability in any manner on any such products and highly recommend that specialists are called in for maintenance and/or consultation for these specific items.

**HIRING OF Tidy One Cleaning Co.:** Our teams have signed a non-compete agreement with Tidy One Cleaning Co. They are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their contract with Tidy One Cleaning Co. Or for 2 years following termination of contract, without written approval from Tidy One Cleaning Co.. You agree not to hire past or present teams of Tidy One Cleaning Co. for a period of not less than 2 years from the date the team member last worked for Tidy One Cleaning Co. A great deal of time and resources are put into picking out the best team. In the event you feel you must hire a team member of Tidy One Cleaning Co. in spite of this agreement, then a \$2,500.00 placement fee is due immediately upon employment of the past/present team member, regardless of whether the employment is regular or on a contract basis.

**OFFICE HOURS:** Our office is open Monday through Friday 8:00am to 6:00pm. For after hours, holidays and weekends, a voicemail can be left and we will return it on the next business day.

**GRATUITIES:** Tips are appreciated by your cleaning team but not required. A recommended tip is 10-15% of your total cleaning fee. Tips can be left as cash (not in the envelope if paying by cash) for the cleaning team.

**HEALTH/SAFETY:** For the health and safety of our staff, our staff will refuse to clean areas they deem a safety or health issue or hazard. 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 property. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the small 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 cannot climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 50 pounds, prepare meals, provide any pet or children-related services, or empty diaper pails.

**QUALITY CONTROL/USE OF PHOTOGRAPHY:** Our quality control consists of making property inspections and phone calls. A supervisor may enter your property after our cleaning team has done their job. They may call you at home or work. We believe that inspections and client contact is the best way to help in exceeding your expectations and improve our high standards. You may also benefit a satisfaction survey. We appreciate you feedback. Photography and video of your premises may be used for quality control and/or promotional uses and your consent is implied.

**PETS AND PLANTS:** If you have pets, our cleaners do appreciate it when they are secured and that you pick up after them. We do not clean litter boxes or urine/feces from the floor. Due to the individual care that plants require, we are not able to water or maintain them. Tidy One Cleaning Co. is not responsible for pets that leave the premises. If your pet will be "roaming free" during the clean, please let us know in advance, so the cleaners can be on alert when they open doors. Our maids are trained to close doors as soon as they enter and exit your home and will not leave doors open for long periods.

**CLUTTER:** The cleaning will be far more satisfactory if the team does not have a great deal of clutter with which to contend. Desks that have a large amount of paperwork for instance may not be cleaned

**HOLIDAYS:** All Federal and Provincial holidays are observed by our company. Regular cleaning will be offered all other holidays. Should your regular cleaning fall on these days, our office will contact you approximately 2 weeks prior to the holiday to reschedule your cleaning. If you wish to reschedule a cleaning that falls on another holiday throughout the year, please call the office at least 2 business days in advance to avoid a late or cancellation fee.

**ARRIVAL TIME:** Cleanings are scheduled in an order that requires the least amount of drive time for each team. This means the exact time of your cleaning may differ each time. If you require an AM or PM schedule, we will make every effort to accommodate your request, however no times are guaranteed.

**CONDUCT:** Our employees will be respectful while at your property. They will not smoke, eat or drink while in your home. They do not answer your telephone or doorbell. Their only purpose while in your home is to clean.

By visiting our website or agreeing to the quote provided, you are agreeing to the terms & conditions of Tidy One Cleaning Co.

TIDY ONE CLEANING CO reserves the right to make amendments to these conditions without giving prior notice. By requesting Tidy One Cleaning Co. to provide service by any means including telephone, email, fax, online and or direct conversation – the client accepts that these terms and conditions are binding.