



Service Agreement

Our Philosophy

Lucy's Spotless Cleaning, LLC is committed to providing the best overall value in home cleaning (and related services). We're also committed to using environment-friendly products and practices. We want you to have a clean & healthy home; one that is healthy & safe for you, your children, your pets, and our environment.

We also believe that fairness, mutual respect, and clear communication are keys to a great relationship with our clients. We hope that this Agreement helps foster that fairness, respect, and communication with you.

Agreement Term

You can end your cleaning service at any time by giving at least 3 days oral or written notice. Lucy's Spotless Cleaning reserves the right to do the same.

Service and Contact Hours

Please contact us Monday–Friday, 8:00 am–5:00 pm.

Our cleaning staff work Monday–Friday, 8:30 am–5:00 pm.

Text or call our office at 208-284-5589.

Email us at LucysSpotlessCleaning@yahoo.com

Find us on the web at lucysspotlesscleaning.com

Services provided

We will complete all the indoor home cleaning tasks specified on your customized Client Information Sheet. We have a \$135.00 minimum fee. Your initial two cleanings will be billed by the hour, after which we will establish a flat payment for each subsequent cleaning, based on the average amount of time needed.

1. Recurring home cleaning; weekly, bi-weekly & monthly.
2. Recurring small office cleaning; weekly, bi-weekly & monthly.
3. Window cleaning.
4. New construction and post remodel cleaning.
5. Move-in / out cleaning.
6. One-Time cleaning.

Estimates

We provide free estimates, expressed as a range, for both your initial cleaning & your recurring maintenance cleans. While we try to make estimates as accurate as possible, because of the time-consuming, unpredictable nature of cleaning, we can't guarantee that any list of cleaning tasks will be completed in a fixed amount of time. This is especially true of your initial cleaning. If the time needed for your initial clean differs significantly from the estimate, we'll do our best to contact you to authorize an adjustment. If we can't, we'll assume you want us to complete the work and bill you for the extra time needed, unless you make other arrangements with us ahead of time (i.e., fee cap).

Home Access

We offer 3 entry options to choose from:

1. The client may opt to be home to allow access to their home the day of the service.

Lucy's Spotless Cleaning cannot guarantee the exact arrival times so the client must be home between the times given in your reminder to let the cleaner into the home. If no one is home or our cleaners are turned away for any reason a cancellation fee will be charged.

2. The client provides a key, garage door opener or code to gain access to the home.

Keys will be placed in a secure safe at our office. The cleaner or team will be issued a key the day of your scheduled service to gain access to the home. The key will be signed out by the cleaner or team and signed in after each scheduled service and placed back in the safe. The keys are not marked with any of your personal information in case they are lost. In the event the code given is not correct and cleaners cannot gain access to the home the client is responsible for the lock out and a cancellation fee will be charged for that service.

3. The client can purchase a lock box to place a key inside and provide Lucy's with the pass code.

In the event for any reason the key is not in the lock box, or the code does not work when the cleaners arrive to clean home; the client is responsible for the lock out and a cancellation fee will be charged for that service.

NOTE: In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, the client will sign a release form stating that Lucy's Spotless Cleaning will not be held liable for any damages or theft to the clients home.

Home alarms systems

Lucy's Spotless Cleaning will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Arrival times

Because of the time consuming, unpredictable nature of cleaning, we cannot guarantee exact arrival times. We can estimate a block of time to expect arrival; however, we may need to arrive earlier or later due to conditions beyond our control.

Schedule changes, Lock Out, Cancellation of service

In the event that you reschedule, skip, add or cancel your service, we ask that you give a 24-hour notice. Without a 24 hour notice you will be charged 50% of your cleaning.

Cancellations on the same day of service for any reason will be charged the full rate of service. All cancellations must be made through our office.

In case of a lock out, the full rate of service will be charged.

NOTE: All cancellations will also cause the rate for your next cleaning to increase 20% above your flat payment.

Rate Adjustments

We may need to make fee adjustments if it takes longer to complete your cleaning tasks due to frequency changes or living status [i.e., remodel, change of address, number of occupants, additional pets, etc.] We'll contact you to discuss any rate adjustments in advance. [Example: If services change from weekly to bi-weekly the new rate will be an additional 20% of the service fee, if services change from bi-weekly to monthly the new rate will be an additional 30% of the service fee, etc. as it takes longer to accomplish the same service.]

Special/Extra Requests

We are happy to provide additional/special cleaning tasks not listed on your customized Client Information Sheet. We ask that you call us 48 hours in advance assure that the schedule allows the cleaners enough time to perform the request during that scheduled service. [i.e., guest bedrooms and bathrooms needing a full clean] Additional services are billed by the hour at our regular recurring service rate.

Equipment and supplies

We provide our own cleaning supplies and equipment including professional-grade vacuums and eco-friendly cleaning products. If

you would like us to use your own equipment or cleaning products, we will be happy to do so, but we cannot be held liable for breakage.

Working in the home

The cleaners need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes things such as clutter, pets & children, as well as other service providers/workers (painters, plumbers, etc.).

In the event the cleaners are not able to work without distractions that affect their ability to work in their normal speed, we reserve the right to charge for their extra time spent to complete the tasks in your home.

If for any reason a cleaner of Lucy's Spotless Cleaning feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be liable for the full cost of the service.

Pets

We love our clients' pets! But for their own safety and the safety of our cleaners, please put your pets in a pet carrier or secure area of the home or garage.

NOTE: We offer pet clean-up for an additional charge.

Payment

Lucy's Spotless Cleaning has a "no check/no clean" policy. Payment is due in full the day of the service. Please understand that as a company, Lucy's Spotless Cleaning is extending credit to you until payment is made. Late fees of 3% will apply after 30 days of nonpayment.

We accept cash, checks, Visa, MasterCard and American Express (3% transaction fee applies). Checks returned from client's bank will be assessed an additional fee of \$35.

Deposits may be required prior to providing services for larger jobs. These deposits are only refundable if the job is cancelled with more than 24-hour notice or otherwise the deposit is forfeited.

Our Guarantee

Lucy's Spotless Cleaning needs your input on the overall experience and quality you are receiving so that we may address concerns that are important to you.

Please let us know within 24 hours of services rendered if you are unhappy with a cleaning so that we can return the next day to correct the situation at no additional charge. We urge you to email pictures of dissatisfactory areas and allow us the opportunity to return.

As a locally owned and owner operated company, Lucy and Lacey want to provide the best cleaning service you will ever have. However, we can't keep our high standards if our valued clients don't give us their feedback and allow our staff to fix mistakes.

Please note, we do not have a money back guarantee, we do not discount services. Complaints reported after 48 hours of services are not held to the satisfaction guarantee. If our clients choose to clean the areas of dissatisfaction, we are not able to uphold the guarantee.

Referral Credit

We love to reward our clients when they refer friends and family. Please mail the coupon with the name of the referred to our office, coupons will be redeemed after the new client's cleaning is completed.

Tips

While tipping is always greatly appreciated, it is neither required nor expected. If you choose to leave a tip, please make it clear that it is a tip and kindly remember to always be fair to all cleaning members.

Breakage

It can happen when you least expect it! Lucy's Spotless Cleaning can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

Curio cabinets, figurines, glassware and items of extreme value or sentimental value should be cleaned by the client. If an item is broken by one of our cleaners, Lucy's Spotless Cleaning will pay up to \$100 per item or replacement cost when value is verifiable. The client needs to save broken item for Lucy's to inspect.

If you notice breakage/damage, please notify us immediately so that we can take appropriate action. Items of extreme value (monetary or sentimental) should be cleaned by the client.

Please note that antiques, irreplaceable one-of-a-kind and hard-to-find items are not covered by our breakage and loss policy. Please let us know about any such items so we can make necessary notes on your Information Sheet that they are not to be touched. You can also move such items to a safe location on the day of your cleaning.

Damage

Client should point out any damage to surfaces during walkthrough and before service begins.

Lucy's Spotless Cleaning is sometimes called in to correct damage that was already there or that another cleaning company was responsible for. In this case we may require that the client sign off on a pre-existing surface damage waiver.

In areas of the home with extreme clutter Lucy's reserves the right to skip those areas in order to avoid damaging items or injuring the cleaners.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.

Safety

For safety reasons, we do not move anything weighing more than 25 lbs. If you want us to clean behind anything heavy (i.e., couch or refrigerator), please move it before we get there.

For our safety and the safety of our other clients, please notify us by telephone at least 24 hours prior to your scheduled service of any infectious diseases or other health hazards in your household. We will reschedule in such circumstances. For our safety, all firearms in a client's home must be stored and locked.

Weather/Holidays

In cases where severe weather conditions prevent safe road travel you will be notified immediately of any delay in your cleaning schedule or if we must reschedule for another day.

If your cleaning visit falls on a major holiday, we will call you to reschedule for another day. We cannot guarantee the same crew members or time of clean when rescheduled, although we do our best to have one team member familiar with your home present.

Solicitation of LSC Employees

You agree that you will not influence any employee to leave our employment, or take over a cleaning agreement, directly, indirectly, or through any other person. Otherwise, you agree to pay a referral fee of \$2,500 or the total annual value of the agreement, whichever is greater (due within 30 days).

Confidentiality

We understand that this Agreement creates a confidential relationship between you (the Client) and us (LSC). This means that your personal & professional information, whether written, oral, or otherwise, is confidential. We will not, at any time, disclose any confidential client information to any person whatsoever. We further agree to bind our employees to the terms and conditions of this Agreement.

Recurring Residential Cleaning Agreement with Lucy's Spotless Cleaning, LLC:

I have read, understand, and agree to the above terms of service.

Signature: _____

Printed Name: _____

Date: _____

Thank you for trusting your cleaning needs to Lucy's Spotless Cleaning, LLC.

Sincerely,

Lucy Tirrell
Lacey Henslee