

# Cleaning Service Agreement

## Wichita Maid Service Corp.

Wichita Maid Service Corp. reserves the right to make any changes to any part of this service agreement without giving any prior notice.

By ordering Wichita Maid Service Corp. services by telephone, e-mail, or its website the client accepts and agrees to Wichita Maid Service Corp. service agreement.

**OFFICE HOURS:** Our office is open Monday through Friday 8:00am to 5:00pm (occasionally later and on weekends). After hours and weekends, a voicemail can be left and we will return it on the next business day.

### **Guarantee on continuous Cleaning service**

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area within 8-hours. Please contact the office as soon as possible during our normal business hours.

### **Guarantee for (one-time Cleaning, Construction Cleaning, Move in move out, initial cleaning)**

The customer must be present at the end of the cleaning to ensure the quality of cleaning before the cleaners leave the property and avoid misunderstandings with the cleaning, if some cleaning was not completed as the instructions indicate from the client, the cleaners can clean it before leaving the cleaning project. If the customer is not present and we have to return the cleaners can see more charges in the price of cleaning.

### **Employees**

All employees go through rigorous training to learn every aspect of the detailed Wichita Maid Service Corp. standard. They know what is required and what is expected on every cleaning visit. For your protection and peace of mind all employees undergo are covered under our workers compensation policy, liability insurance.

**HIRING OF Wichita Maid Service Corp. STAFF:** All of our staff have signed a Non-Compete agreement with Wichita Maid Service Corp. 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 Wichita Maid Service Corp. or for 2 years following termination of contract, without written approval from Wichita Maid Service Corp. and a possible placement fee of \$2,500.00. You agree not to hire past or present staff of Wichita Maid Service Corp. for a period of not less than 2 years from the date the staff member last worked for Wichita Maid Service Corp. A great deal of time and resources are put into hiring our staff and training them. In the event you feel you must hire a staff member of Wichita Maid Service Corp. in spite of this agreement, then a \$2,500.00 placement fee is due immediately upon employment of the past/present staff member, regardless of whether the employment is regular or on a contract basis.

### **Payments**

Payments are due in full upon completion of service. For your convenience, we gladly accept cash, personal checks (payable to Wichita Maid Service Corp.) and credit card payments. Customers paying with cash or check may leave payment at their residence. Recurring customers paying with a credit card are required to have a valid credit card on file, credit card will be charged automatically on scheduled day of service.

**Returned Checks:** There is a \$45 NSF Fee for checks returned unpaid from your bank in addition to the unpaid balance. The unpaid balance must be paid by cash or credit card immediately upon notification.

**No payment Upon Arrival:** If no one is home upon our arrival and there is no payment left behind, we will contact you immediately for a credit card. If you are unavailable or do not wish to use a credit card, we will have to reschedule your appointment.

**Tipping:** Wichita Maid Service Corp. never requires tipping, but you can tip if you would like. Just leave your tip with your payment and management will make sure that the money is distributed properly. That is just a special thank-you for our hard work. Also, leaving us a note of appreciation means so much to us. We sincerely appreciate your business.

\*NOTE\* In an effort to remain green all sales receipts are emailed. Receipts are emailed the following business day services are rendered.

### **Refunds**

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a Guarantee on all our services, if a task was not completed to your satisfaction or was missed during our visit simply contact the office and we will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you must within 8-hours of the cleaning There are no refunds for gift certificate purchases.

**HOLIDAYS:** The only holidays observed by our company are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve day and Christmas Day. Regular cleaning services 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 cancellation fee.

**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 notated.

**TEAMS:** Our cleaners work in teams of two or more depending on the size of the job. A team leader is assigned to your home. We make every effort to keep the same team leader assigned to your home but cannot guarantee it. Illness, promotions, vacations, etc., can all result in a change of team or change of cleaners on a team.

**CONDUCT:** Our employees will be respectful while in your home. They will not smoke, eat or drink while in your home, nor do they watch TV or play the radio. They do not answer the telephone or doorbell. Their only purpose while in your home is to clean.

#### **Price Adjustments**

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions of your home changes you may receive a price increase. Prices for your regular cleaning are guaranteed for the duration of 6 months. If a client discontinues and reinstates service with Wichita Maid Service Corp. after a period of 3 months the original price is not guaranteed, and a new rate may be given.

**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

**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.

**QUALITY CONTROL:** Our quality control consists of making home inspections and phone calls. A supervisor may enter your home after our cleaning team leaves. They may call you at home or work. We believe that inspections and client contact is the best way to help in exceeding your

#### **Parking**

If there is no free public parking within 1 block radius of your home, our customers are responsible for providing our cleaning associates with any one of the following (which must be within a 1 block radius); a permitted parking space (personal or public), a valid parking permit, or cover all parking fees incurred while cleaning your home. If a parking spot cannot be found within a 1 block radius by the cleaning associate nor provided by the customer within a 15-minute window, your appointment will be cancelled/and or rescheduled. In the event that this occurs you will be charged a \$50 cancellation fee.

#### **Keys and Alarm Systems**

Many Wichita Maid Service Corp. customers provide us with a copy of the key to their home, and we take extreme measures to protect each key. Each key is locked in our key safe box. We do not return keys by mail. Keys must be hand delivered in person to the customer, customer must present a picture ID before a key will be released. If you have an alarm system at your home you can give instructions on its operation to Wichita Maid Service Corp. However, we prefer that your alarm be left off on the day of the cleaning.

#### **Lock Outs**

A lock out fee of \$50 will be assessed in the event that our cleaning associate(s) arrive and are unable to access the premises despite the reason.

#### **Arrival Window**

If you wish to be present during the cleaning visit, please be advised that we provide arrival windows up to 3 Hours. Your Cleaning Technician(s) will arrive anytime within your scheduled arrival window. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit, a cancellation fee of \$50 will be charged.

#### **Cancellations/Rescheduling**

We require at least 2 business days' notice for the cancellation and or rescheduling of any scheduled appointment. In the event of cancellation or rescheduling with less than 2 business days' notice, a cancellation fee of \$50 will be assessed. We are very strict on our cancellation/rescheduling policy, please honor it.

#### **Tardy**

Many things can affect our schedules, such as cancellations, lockouts etc. If we happen to be running late to your appointment you will be contacted as soon as possible and provided with a new expected time of arrival.

#### **Pets**

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days. Our office should be made aware of any special requirements in safeguarding your pet(s).

For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

#### **Your Valuables**

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectable or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and check books as well. We are not responsible for missing currency.

#### **Broken/Damaged Items**

We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of our cleaning professionals, it must be reported to the company within 8 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

### **Glass Shower Door(s)**

You are responsible for notifying us if your glass shower door(s) are NOT 100% secure. However, the team that arrives to service you will inspect your shower door(s) to ensure that they are fully secure prior to service of the shower. If upon inspection the team recognizes that your shower door(s) are not fully secure you will be notified of the risks immediately. At that time, you have the option to decline service of your shower and/or shower door(s) or we can proceed with service. If the client decides to proceed with service of the shower and/or shower door(s) pictures of your shower door(s) will be taken prior to the start of servicing the shower doors(s). Additionally, the client agrees not to hold Wichita Maid Service Corp. nor its employees responsible if this results in the shower door being damaged/broken. Wichita Maid Service Corp. is not responsible for damage due to faulty and/or improper installation of any item.

### **Extra Services**

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 24 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

### **Lifting & Climbing & Bending**

**Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items heavier than 20 lbs, or clean floors on their hands and knees with the exception of bathroom floors.** These types of activities put our cleaning staff in danger of back injury or could even damage something in your home. However, there might be times when you want us to move furniture for example; tables, large chairs, etc. in these cases we are not responsible for; their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. The cleaning time will not move furniture that contain electronics. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/dryer) however if move it prior to the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into its proper place as well.

### **In-Home Climate Control**

In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that your appointment is cancelled due to uncomfortable temperatures within your home you will be charged a \$50 cancellation fee.

### **Our Cleaning Staff DOES NOT:**

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equipped
- Wichita Maid Service Corp. reserves the right to refuse to service a home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged a cancellation fee.
- Clean the interior of curio cabinets (will only feather dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean/Shampoo carpet
- Clean Chandeliers
- Provide stain removal
- Wash walls (we spot clean only)
- Clean exterior of windows
- Remove Paint
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lbs

### **Privacy**

Wichita Maid Service Corp takes privacy very seriously. We at no time will share any customer information with ANY outside source.



**Wichita Maid Service Corp.**  
REFERRED FOR A REASON | (316) 477.0101