

SERVICE AGREEMENT

Cancellation policy:

Clients must provide at least 48 hours' notice to cancel or reschedule an appointment.

Cancellations made within 24 hours of the scheduled appointment will incur a \$75 fee.

Same day cancellations will be subject to a charge of 100% of the total cleaning service cost.

These fees compensate for the time reserved and the inability to schedule another client in the allotted time.

Liability

Rosa Instaclean, LLC, is not responsible for any loss or damage to valuable items. We kindly ask that you secure or remove any valuable, fragile, or irreplaceable items before the team arrives. This includes, but is not limited to, jewelry, cash, electronics, and important documents.

This is an Arizona Company, and this agreement shall be governed by and construed in accordance with the laws of the State of Arizona.

Payment terms:

Payment for all cleaning services is due in full upon completion of the job.

Pricing for recurring services is determined based on the selected service frequency (weekly, bi-weekly, every three weeks, or monthly). If the client modifies the service frequency, the pricing will be adjusted accordingly.

Deposit Policy:

To secure your cleaning appointment, a deposit of \$100 is required at the time of the booking.

This deposit will be applied toward the total cost of your cleaning service.

The deposit is non-refundable in cases of same-day cancellations or no-shows.

Note: Your appointment is not confirmed until the deposit is received.

Same-day cancellation will result in the forfeiture of the deposit.

Late Payment Policy:

Payments must be made within the agreed timeframe. If payment is not received on time, it will be considered late, and the following late fees will apply:

Days 3-5: A late fee of 5% of the total cleaning service cost.

Days 6-8: A late fee of 10% of the total cleaning service cost.

Service Suspension:

If payment is not received within the established timeframe and no prior arrangement has been made, we reserve the right to suspend all future services until the outstanding balance is paid in full.

Accepted Payment Methods:

We accept the following payment methods:

Credit cards, Zelle (480.662.3690), Check, Cash, Venmo (rosa Logue-Sanchez)

Service Limitations:

Our cleaning service does not include preparation tasks such as organizing, washing dishes or doing laundry. If you require these additional services, they may be provided for an additional fee.

Services We Do Not Provide:

Cleaning or accessing very high places.

Cleaning walls with flat paint.

Lifting or moving heavy furniture. If the client moves the furniture beforehand, we will clean the area.

Cleaning areas with excessive clutter. If the client clears the clutter beforehand, we will clean the area.

Policy on Charges for Absence of Essential Services (Water or Electricity)

Objective: To ensure that cleaning services are performed efficiently and under appropriate conditions, maintaining the quality of service provided.

Charging Conditions: If, upon arrival at the property or during transit, it is determined that essential services (water or electricity) are unavailable, the cleaning service will proceed only in areas that can be effectively cleaned under the circumstances.

However, A charge of the total service cost will apply to compensate for travel expenses and prior preparations.

Important Note: The client is responsible for verifying and ensuring that water and electricity are available before the scheduled cleaning date to avoid additional charges.

Instructions to Prepare Your Home Before Cleaning Service

To ensure an efficient and high-quality cleaning service, we kindly ask that you follow these guidelines before our team arrives:

1. *Access to Cleaning Areas:*

Ensure that all areas to be cleaned are easily accessible and free of obstacles that may hinder the cleaning process.

2. *Removal of Personal and Fragile Items:*

To prevent any accidental damage, please remove personal belongings, decorations, and fragile items from surfaces that will be cleaned.

3. *Specific Areas:*

If there are areas you would like to receive extra attention or be excluded from cleaning, please notify us in advance.

4. *Safety of Children and Pets:*

For the safety of all parties, please ensure that children and pets are kept in a secure location during the cleaning process.

5. *Cleaning Product Preferences:*

If you prefer specific cleaning products for certain areas of your home, kindly inform us beforehand.

6. *Health and Safety Considerations:*

If there are any specific conditions, such as allergies or special precautions we should be aware of, please let us know in advance so we can take the necessary measures.

7. *Additional Instructions:*

If you have any special requests or preferences regarding how the cleaning should be carried out, please communicate them to us before the service begins.

Authorization for Cleaning Service Photographs

At The Cleaning Team, we take pride in delivering high-quality cleaning services. As part of our commitment to excellence, we kindly request your permission to take photographs of the areas before and after cleaning.

These images allow us to:

- Document the transformation and quality of our work.
- Showcase the effectiveness of our services to potential clients.
- Enhance our advertising and promotional efforts.

All photographs will be taken professionally and used exclusively for marketing and promotional purposes

while ensuring your privacy is respected. No personally identifiable details will be shared.

If you agree to authorize the use of these images, we would be delighted to feature them on our platforms. However, if you prefer not to grant permission, we fully respect your decision.

We sincerely appreciate your trust in our services and look forward to keeping your home immaculate.

☐ I authorize the use of before and after photographs of my home for marketing purposes.

☐ I do not authorize the use of any photographs of my home.

The signature below acknowledges and agrees to the above terms and conditions.

Client Name: _____

Signature: _____

Date: _____