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# 1. Description of Services (Inclusions by Room Type)

## 1.1 Overview of Services

Broom & Shine Co. provides residential cleaning services tailored to meet the needs of each Client. We offer:

- **Basic Cleaning** — Regular maintenance cleaning designed to keep the home fresh, tidy, and hygienic.
- **Deep Cleaning** — Detailed, top-to-bottom service addressing buildup, hard-to-reach areas, and extra detailing.
- **Move-In/Move-Out Cleaning** — A comprehensive cleaning of an empty or nearly empty home.
- **Short-Term Rental Turnovers** — Quick but thorough resets between guests.
- **Add-On Services** — Optional tasks such as oven cleaning, refrigerator cleaning, and more (quoted separately).

All services are performed using **eco-friendly and non-toxic products** by default, unless the Client requests otherwise in writing.

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## 2. Basic Cleaning — General Description

Basic Cleaning focuses on maintaining the cleanliness and appearance of regularly used areas. It includes surface dusting, vacuuming, mopping, bathroom and kitchen sanitation, and tidying tasks that can be completed in the scheduled time.

**Note:** Basic Cleaning does not address heavy buildup, detailed baseboard washing, or cleaning beyond safe reach (7.2 ft / 2.2 m) unless arranged as an add-on service.

### 2.1 Bedrooms — Basic Cleaning

- **General Dusting**

- Dust blinds.
- Dust picture frames, wall art, and shelves.
- Wipe and sanitize flat surfaces.
- Dust lamp shades.
- Dust ceiling fans (reachable with a stepstool).
- Remove cobwebs.
- Dust artificial plants.
- Wipe electronics and TV screens (dry cloth).

- **Floors & Closets**

- Vacuum carpets and closet floors (including walk-in closets if accessible).
- Sweep/mop hard floors.
- Vacuum under the bed (if accessible).
- Vacuum pet beds (if applicable).

- **Surfaces & Glass**

- Clean mirrors and chrome surfaces.
- Clean reachable interior windows.
- Spot-clean doors and door frames.
- Dust moldings and vents.

- **Beds & Light Organization**

- Make beds (client must provide clean linens, if applicable).

- Fold blankets/throws.
- **Extra Details**
  - Wipe light switches and outlet covers.
  - Spot-clean baseboards.

## 2.2 Common Areas — Basic Cleaning

**Description:** Basic cleaning focuses on maintaining a clean and orderly appearance in all shared spaces, targeting visible surfaces, dust, and general tidiness.

### Included Tasks:

- Remove cobwebs from corners and ceilings.
- Dust accessible blinds, wall art, shelves, and decorative objects.
- Dust lamp shades and accessible light fixtures (step stool only).
- Wipe and sanitize flat surfaces (tables, shelves, entertainment units).
- Wipe doors and door frames in areas with visible marks.
- Clean light switches and outlet covers.
- Light dusting of electronics and TV screens (dry microfiber cloth).
- Vacuum carpets, rugs, and upholstered furniture surfaces.
- Sweep and mop hard-surface floors.
- Fold blankets/throws and arrange decorative pillows.
- Empty trash bins and replace liners.

## 2.3 Kitchen — Basic Cleaning

**Description:** Basic Kitchen Cleaning focuses on maintaining a hygienic and organized cooking area, addressing high-touch surfaces, visible dirt, and light appliance care.

**Included Tasks:**

- Remove cobwebs from accessible corners and ceilings (step stool only).
- Wipe and sanitize countertops and backsplash (spot cleaning).
- Wipe exterior of appliances:
  - Microwave (exterior only)
  - Refrigerator (doors and handles)
  - Stovetop surface
  - Dishwasher front and handle
- Clean and sanitize sink, faucet, and handles.
- Wipe exterior of cabinets and drawers (spot cleaning) and disinfect knobs/handles.
- Clean reachable interior windows.
- Spot-clean doors and door frames.
- Clean light switches and outlet covers.
- Sweep/vacuum kitchen floors.
- Mop hard-surface floors (barely damp mop for wood/laminate).
- Empty trash, clean exterior of bin, and replace liner.

**Note:** Interior cleaning of refrigerator, oven, or deep grease removal is not included in Basic Cleaning and may be booked as add-on services.

## **2.4 Bathrooms — Basic Cleaning**

**Description:** Basic Bathroom Cleaning focuses on maintaining cleanliness and hygiene in all bathroom fixtures, surfaces, and floors, targeting visible dirt, water spots, and light soap residue.

**Included Tasks:**

- Remove cobwebs from accessible corners and ceilings (step stool only).
  - Dust accessible light fixtures, vents, and shelves.
  - Wipe and sanitize countertops and vanity tops.
  - Clean and disinfect sinks and polish faucets/handles.
  - Wipe mirrors to a streak-free finish.
  - Clean and disinfect toilet (bowl, seat, lid, base, and tank exterior).
  - Scrub and rinse shower/tub walls and floor to remove light soap scum.
  - Spot-clean exterior of cabinets and drawers.
  - Wipe and sanitize light switches and outlet covers.
  - Empty trash bins and replace liners.
  - Sweep/vacuum bathroom floor.
  - Mop hard-surface floor.
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### 3. Deep Cleaning — General Description

Deep Cleaning includes all Basic Cleaning tasks, plus additional detailing for areas that are often overlooked or require extra effort. This service is ideal for first-time cleanings, seasonal resets, or homes that have not been cleaned regularly.

**Note:** Deep Cleaning may require additional time or visits for heavily soiled areas. Certain tasks may be subject to safe reach limitations; only stepstools are used — no high ladders.

#### 3.1 Bedrooms — Deep Cleaning

*Includes everything from the Basic Cleaning, plus:*

- **Detailed Dusting & Washing**

- Hand-clean blinds and shutters (not just dust).
- Hand-wash baseboards along the full accessible perimeter.
- Clean moldings, window sills, and ledges in detail.
- Hand-clean ceiling fans and light fixtures (reachable with a stepstool; not guaranteed for surfaces beyond safe reach).
- Hand-clean lamp shades.
- Hand-wipe pictures, décor, and delicate objects.

- **Furniture Care**

- Clean and polish furniture: fronts, sides, and legs.

- **Doors & Fixtures**

- Wash all doors.
- Deep-clean light switch plates and outlet covers.
- Polish mirrors to the highest accessible point.

- **Beds & Linens**

- Change one set of bed linens (if clean set is provided).

### **3.2 Common Areas — Deep Cleaning**

**Description:** Deep cleaning provides a more detailed and thorough cleaning of common spaces, addressing buildup in less frequently cleaned areas and under/behind furnishings.

**Included Tasks:**

- All tasks listed in **Basic Cleaning — Common Areas**.

- Hand-wash or detailed wipe of baseboards, moldings, and trim.
- Hand-clean window sills, lock ledges, and reachable interior window glass.
- Clean vents, registers, and detailed dusting of hard-to-reach areas (step stool only).
- Polish furniture surfaces, including sides, legs, and undersides.
- Vacuum under removable cushions on sofas and chairs.
- Move and clean under/around small furniture (under 25 lb / 11 kg) where safe.
- Clean interior tracks of accessible windows.
- Wash interior and exterior of trash bins before relining.
- Extra attention to corners, edges, and detailed floor cleaning.

### 3.3 Kitchen — Deep Cleaning

**Description:** Deep Kitchen Cleaning includes all Basic Cleaning tasks plus detailed cleaning of surfaces, fixtures, and appliances to remove built-up grease, grime, and residue. Designed for seasonal cleans, post-event refreshes, or when extra attention is needed.

**Included Tasks:**

- Remove cobwebs from accessible corners and ceilings (step stool only).
- Wipe and sanitize countertops and backsplash in full (not just spot cleaning).
- Clean inside and outside of microwave.
- Wipe top of refrigerator (if accessible safely with step stool).
- Hand-wash and sanitize exterior of all cabinets and drawers, including detailed handle cleaning.
- Clean exterior of all appliances (fridge, stove/oven, dishwasher) with extra attention to grease and fingerprints.
- Scrub stovetop, including drip pans or removable components (if applicable).



- Wipe and polish exterior of stove hood, removing grease build-up.
- Sanitize sink, faucet, and drain area; remove water stains if possible.
- Spot-clean pantry door and wipe pantry floor (if accessible and clear).
- Clean reachable interior windows.
- Spot-clean doors, door frames, and trim.
- Clean light switches and outlet covers.
- Sweep/vacuum kitchen floors.
- Mop hard-surface floors (barely damp mop for wood/laminate).
- Wash **one sink load of dishes maximum** if requested in advance.
- Empty trash, wash/wipe bin exterior, and replace liner.

**Note:** Interior cleaning of refrigerator, full oven cleaning, or post-construction grease removal must be scheduled as an add-on service.

### 3.4 Bathrooms — Deep Cleaning

**Description:** Deep Bathroom Cleaning includes all Basic Cleaning tasks, plus detailed attention to grout, fixtures, and buildup removal for a more thorough, sanitized finish.

#### **Additional Tasks:**

- Hand-wash light fixtures, vents, and exhaust fan covers (reachable with step stool).
- Hand-wash window sills/tracks and wipe coverings (reachable areas).
- Hand-wash baseboards, door frames, and trim.
- Hand-wash exterior surfaces of cabinets and drawers.
- Scrub grout lines on floors, shower walls, and tub surrounds (reachable areas).

- Remove moderate to heavy soap scum and hard water deposits from shower doors, tiles, and fixtures.
- Detail scrub around toilet base, hinges, and tank edges.
- Clean doorknobs and fully wipe doors.
- Deep scrub sinks, faucets, and drains to remove stains and buildup.
- Wash and reline wastebaskets.
- Mop floors with extra attention to edges and corners.

**Note:** Severe mold, mildew, or heavy calcium/mineral buildup beyond standard deep cleaning requires a specialized service.

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## **4. Other Services**

### **4.1 Airbnb / Short-Term Rental Turnover**

Our Airbnb Turnover Cleaning is designed for quick, efficient, and detailed preparation of short-term rental properties between guests. This service ensures every space is clean, sanitized, and staged to meet the high standards expected by travelers. Tasks include changing linens (host provides clean sets), restocking basic amenities if provided by the host, cleaning and sanitizing all rooms with special attention to high-touch areas, emptying trash, and arranging décor for a welcoming, guest-ready presentation. This service is scheduled to fit within guest check-out and check-in times.

### **4.2 Customized Services**

Our Customized Services allow clients to design a cleaning plan that perfectly matches their needs. This option is ideal for focusing on specific areas, adding extra tasks to a regular cleaning, or scheduling one-time projects. Examples include interior cabinet and drawer cleaning, laundry folding, seasonal deep-cleaning tasks, or extra attention to areas with heavy dust or pet hair. These services are tailored to the client's priorities and can be booked alone or alongside any of our standard cleaning packages.

### **4.3 Move-In / Move-Out Cleaning**

Our Move-In / Move-Out Cleaning provides a complete top-to-bottom service for empty or nearly empty homes. This service is ideal for clients preparing a property for new occupants or ensuring a thorough clean before leaving. It includes detailed cleaning of all rooms, inside and outside of

cabinets and drawers, deep-cleaning of kitchens and bathrooms, inside oven, refrigerator, and microwave cleaning, washing baseboards, and ensuring all surfaces are sanitized and free of dust, debris, and marks. This service is often used by renters securing a deposit return or homeowners preparing a home for sale or rent.

#### **4.4 Add-On Services**

We offer a selection of additional services that can be added to any of our cleaning packages for an extra fee. These *add-ons* allow you to customize your cleaning appointment to better suit your needs.

##### **Available add-ons include:**

- Inside oven cleaning
- Inside microwave cleaning
- Inside refrigerator cleaning
- Interior window & track cleaning
- Blind & shutter cleaning
- Cabinet & drawer interior cleaning

*Add-on services must be requested at the time of booking so we can schedule the appropriate amount of time for your service.*

#### **5. What's Not Included (Applies to All Services)**

The following tasks are not included in any standard cleaning service, unless specifically arranged and confirmed in writing as an add-on service:

- Organizing or decluttering personal items, including packing or unpacking. If excessive personal items obstruct cleaning, the company may contact the client for instructions, skip the affected areas without discount, or proceed and charge the standard hourly rate for the extra time. If the company cannot reach the client, the decision to proceed, skip, or adjust the scope will be at the company's sole discretion.
- Cleaning or painting of walls and ceilings, spot painting, or stain removal from porous surfaces.
- Cleaning of exterior windows, high or unsafe glass, or removal/reinstallation of screens.
- Carpet shampooing/steam cleaning, upholstery cleaning, grout recoloring or sealing, or stone sealing/polishing.

- Mold remediation, pest removal, or biohazard cleaning (including animal feces, urine, vomit, litter boxes, cages, or any other pet-related biological waste), and handling of hazardous materials.
- Heavy lifting or moving of furniture/appliances over 25 lb (11 kg) or any task requiring unsafe climbing.
- Cleaning of areas above 7.2 ft (2.2 m) or requiring special equipment/ladders beyond standard hand tools.
- Cleaning of garage or exterior areas, chimneys/fireplace ash, attics, or crawl spaces.
- Repair or maintenance tasks, including plumbing, electrical work, caulking, paint removal, or grout repair.
- Any task not expressly listed in the “Includes” sections or confirmed in writing as an add-on service.

**Notes:**

- **Condition-based pricing:** Post-construction cleaning, heavy grime, baked-on grease, severe hard water or mineral deposits, or unusual conditions will be billed as Heavy Duty or quoted separately.
- **Client preparation:** Clients should clear surfaces and store fragile or valuable items before service begins.
- **Height & safety:** Technicians will only perform tasks that are safe and reasonably reachable with handheld tools.

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## 5. Service Days & Hours

### 5.1 Standard Hours

Services are offered **Monday–Friday, 8:00 a.m. – 6:00 p.m. (Mountain Time).**

### 5.2 Saturdays

Limited **Saturday** appointments may be available by request and are subject to current availability.

### 5.3 Arrival Window

Due to traffic, weather, and job variability, the Team will arrive within a **60-minute arrival window** around the scheduled start time. A specific start time is **not guaranteed**; only an estimated window will be provided.

### 5.4 Delays

If the Team is running more than **30 minutes** beyond the arrival window, the Company will make reasonable efforts to notify the Client.

### 5.5 Appointment Length

Service duration is an estimate and may vary based on the home's condition, access, and selected add-ons.

### 5.6 Minimum Booking

A **2–3 hour minimum** applies to all visits unless otherwise agreed in writing.

### 5.7 Holiday Closures

The Company does not operate on major holidays (**New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day**) unless expressly agreed in writing. If the Client requests cleaning on one of these holidays or on a Sunday and the Company is available to perform the service, the fee will be **three (3) times** the Company's standard one-time service rate.

### 5.8 Availability

Scheduling is based on first-come, first-served availability. Specific days/times are **not guaranteed** until the booking is confirmed in writing.

**Note:** Rescheduling, cancellations, and lock-out terms appear in the **Scheduling & Changes** section of this Agreement.

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## 6. Service Areas

### 6.1 Primary Service Area

Broom & Shine Co. provides residential cleaning services in the following cities and neighborhoods within the Denver metro area, Colorado:

**Superior, Louisville, Lafayette, Erie, Broomfield, Boulder, Arvada, Westminster, Longmont, Aurora, Northglenn, Federal Heights, Thornton, Brighton, Commerce City, and Denver** (including Cherry Creek and Washington Park).

### 6.2 Extended Service Areas

Additional surrounding suburbs — such as **Littleton, Lakewood, Wheat Ridge, Centennial, Cherry Hills Village, Englewood, Golden, Greeley, Loveland**, and other nearby locations within the Denver–Aurora–Greeley Combined Statistical Area — may be considered on a case-by-case

basis.

Service to these areas is at the company's discretion and subject to scheduling feasibility.

### **6.3 Service Limitation and Relocation of Service**

**6.3.1 Limitations:** Availability in certain areas may be restricted due to scheduling constraints, travel time, or staffing.

**6.3.2 Relocation:** If the client relocates to a location outside the Primary Service Area, the company reserves the right to adjust service rates, modify the cleaning schedule, or decline service based on the new address.

**6.3.3 Confirmation:** All service locations, whether within the Primary or Extended Service Areas, must be confirmed in writing before work is performed.

## **7. Home Access Policy**

### **7.1 Access Methods**

The Client must provide one of the following access methods for the scheduled appointment:

- **(a)** Client present at the property.
- **(b)** Door code/smart lock code.
- **(c)** Lockbox with key for same-day return.

The Client agrees to communicate the chosen method **in writing** at least **24 hours** before service.

### **7.2 Keys and Codes**

- The Company does **not** retain physical keys to any property.
- If a physical key must be used for a same-day service, it will be returned **immediately** after completion or left in a pre-approved secure location.
- For smart locks, the Client is encouraged to create a **temporary or unique code** for the Company and revoke it after service.
- The Client is responsible for providing accurate instructions for alarm systems, gates, and any HOA/building access procedures.

### **7.3 Arrival Window & Waiting**

- Due to traffic and job variability, the Team will arrive within a **60-minute arrival window** around the confirmed start time.
- If the property is not accessible upon arrival, the Team will wait up to **15 minutes** while attempting to contact the Client. After this grace period, the visit may be considered a **no-access/lockout** (see **Scheduling & Changes**).
- If the Client requests additional waiting beyond the grace period and the Team can accommodate, such time is **billable wait time** at the standard hourly rate (minimum 30 minutes), or the visit may be rescheduled per **Scheduling & Changes**.

#### 7.4 Utilities and Work Conditions

- The Client shall ensure **electricity and running water** are available during service.
- Safe, unobstructed access to work areas is required (including stairways, entryways, and parking/HOA permissions where applicable).
- The Company may suspend or modify tasks if conditions are unsafe or hinder service (e.g., construction hazards, extreme clutter, blocked areas).

#### 7.5 Weather & Accessibility

- In the event of extreme weather (e.g., snow, ice, flooding, severe storms) that makes access unsafe, the Company may reschedule without penalty.
- The Client must ensure driveways, walkways, and entrances are reasonably **cleared and safe** at the time of service (e.g., snow/ice removal).

#### 7.6 Presence of Client & Third Parties (Contractors/Vendors)

- The Client's presence is **not required** during service, provided access is arranged and instructions are clear.
- The Client shall inform the Company if **minors** or **third parties** (e.g., contractors) will be present. The Team does not supervise minors or pets.
- The Team is **not responsible for coordinating** schedules or workspace with other vendors unless agreed **in writing**.
- If construction/repair/painting or other work is ongoing, the Company may refuse or delay cleaning until the area is safe and available.

- If shared workspace with contractors causes delays, **wait time is billable** at the standard rate, or the visit may be rescheduled per **Scheduling & Changes**.

### 7.7 Pets (Safety & Restrictions):

- Pets must be **secured** in a separate room or kennel during service to ensure safety and efficiency.
- The Team will not clean **animal feces, urine, vomit, litter boxes, cages, aquariums, or any pet-related biological waste** (see Exclusions).
- The Company may decline service if a pet's behavior poses a risk to staff.
- Examples of **hazardous pet situations** include loose reptiles/exotic animals, aggressive dogs, unsecured cages/aquariums, or environments with excessive dander/contamination.

### 7.8 Security Systems, Cameras & Documentations:

- **Disclosure:** The Client must disclose in writing, prior to service, the presence and location of any active security systems, doorbell/exterior cameras, interior cameras, and whether **audio recording** is enabled.
- **Placement & Privacy:** Cameras are permitted in common areas but **not** in areas where a reasonable expectation of privacy exists, including bathrooms, changing areas, and occupied bedrooms during service.
- **Audio Recording:** The Team does not consent to audio recording of conversations. If interior audio recording is active and cannot be disabled, the Company may decline or pause service until compliance is achieved.
- **No Tampering:** The Team will **not disable, cover, move, or reconfigure** any camera or alarm device. If the Client wishes to cover or disable cameras, this must be done **by the Client** before the appointment.
- **Alarms & False Alarms:** The Team will not arm/disarm alarm systems unless written instructions and codes are provided in advance. The Client is responsible for any **false alarm fees**.
- **Service Documentation (Photos/Video):** For quality control and proof of service, the Company may take **before/after photos or short video clips** of work areas, focusing only on cleaned/serviced areas, excluding personal/identifying items, and only for internal use unless the Client gives written consent.



- **Storage & Retention:** Documentation is stored securely and retained for **180 days**, then deleted unless needed for claims or legal purposes.
- **Client Requests:** Upon written request, the Company will provide access to documentation related to the Client's service and consider **early deletion** where no dispute exists.
- **Device Malfunctions:** The Company is not responsible for footage loss or malfunction of the Client's devices (doorbell/cameras/alarms).

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## 8. Scheduling & Changes

### 8.1 Booking a Service

- Services may be scheduled by phone, email, text message, or other approved communication methods.
- A booking is **not confirmed** until the Company provides written confirmation (email/text) of the date, time, and service type.
- The Client must provide accurate service details (address, access instructions, requested services, special conditions) at the time of booking.

### 8.2 Cancellations

- **Standard Cancellation Notice:** The Client may cancel or reschedule without charge by providing at least **24 hours** written notice before the scheduled appointment start time.
- **Late Cancellations:** Cancellations made with less than **24 hours** notice are subject to a **cancellation fee equal to 50% of the booked service rate**.
- **Same-Day Cancellations:** Cancellations made on the day of service, prior to arrival, are subject to a **full service charge** unless the Company agrees otherwise in writing.
- Repeated late cancellations may result in the Client losing preferred booking status or recurring service slots.

### 8.3 Rescheduling

- The Client may request to reschedule with at least **24 hours** notice before the appointment.
- Rescheduling is subject to availability and may not guarantee the same day/time slot.

- If rescheduling is requested with less than the required notice, it will be treated as a late cancellation (see 8.2.2).

#### **8.4 No-Access / Lockouts**

- If the Team arrives and cannot access the property within the agreed arrival window and grace period (see **Home Access Policy**), the visit may be considered a **lockout**.
- Lockouts are billable at **100% of the booked service rate**
- If the Client requests the Team to wait beyond the grace period and the Team can accommodate, such time will be billed as **wait time** at the standard hourly rate (minimum 30 minutes).
- If access is delayed or denied by HOA/building restrictions, contractors, blocked driveways, weather-related inaccessibility, or pets, this will also be treated as a no-access situation unless otherwise agreed.

#### **8.5 Company-Initiated Changes**

- The Company reserves the right to reschedule due to weather, staff illness, equipment failure, or other circumstances beyond its control.
- In such cases, the Company will make reasonable efforts to reschedule the Client at the earliest mutually available time.

#### **8.6 Confirmation & Reminders**

- The Company may send reminders via email, text, or phone call prior to the scheduled appointment.
- Failure to receive a reminder does not waive the Client's responsibility to be ready for the appointment at the scheduled time.

#### **8.7 Minimum Service Charge**

- A minimum booking of **3 hours** applies to all services, regardless of whether the work is completed in less time due to the home's condition or Client requests.

#### **8.8 Client Preferences & Special Requests**

- The Client must communicate any preferences, special instructions, or additional requests directly to the Company via email, text, or phone.
- Requests made directly to cleaning staff without Company approval may not be fulfilled.
- This ensures accurate scheduling, proper preparation, and allows the Team to focus solely on delivering quality service.

#### 8.9 Holding Recurring Spots

- For recurring services, the Client's regular day/time slot will be held only while service continues without excessive cancellations.
- If more than **2 consecutive appointments** are canceled, the slot may be released to other clients.

#### 8.10 Seasonal, Holiday, and Sunday Scheduling

- Around holidays or peak seasonal demand, the Company may adjust recurring schedules to accommodate closures or high volume. Any changes will be communicated in advance.
- The Company observes the following holidays: **New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.**
- Regular services will not be scheduled on these dates unless otherwise agreed in writing.
- If the Client requests cleaning on one of these holidays or on a Sunday and the Company is available to perform the service, the fee will be **three (3) times** the Company's standard one-time service rate.

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## 9. Rates & Pricing

- Service rates are determined based on the agreed scope of work, the size and condition of the property, and service frequency. Rates may be quoted as **an hourly rate** or **a flat rate per service**.

- Any additional tasks or changes in scope requested by the Client may result in a revised rate, communicated and agreed upon before the work is performed.
- **Quote Validity:** Written quotes/estimates are valid for **15 days** unless otherwise stated and may be adjusted if the home's condition or scope materially changes at the time of service.
- **Price Adjustments:** The Company reserves the right to adjust service rates to reflect changes in operating costs, inflation, labor rates, market conditions, or changes in the scope of work. For recurring Clients, any rate changes will be communicated **in writing at least 30 days in advance**.
- **Recurring Service Discounts:**
  - Monthly Rate — applies to one cleaning within a four-week period.
  - Biweekly Rate — applies to cleanings every other week; includes a discount off the monthly rate.
  - Weekly Rate — our best pricing applies to cleanings once a week.
  - If a Client on a **biweekly schedule** skips a cleaning and does not reschedule within the same four-week period, the next cleaning will be charged at the **monthly rate**.

## 9.2 Accepted Payment Methods

- Cash.
- Credit card (**subject to a processing surcharge**).
- Zelle.
- Venmo.
- All payments must be made in U.S. dollars.

## 9.3 Time of Payment

- **First-Time & One-Time Services:** Full payment is required **before cleaning begins**, either via **prepayment prior to the appointment** or **upon arrival and before work starts**. If payment is not received, service will not be performed.

- **Recurring Clients:** Payment is due **on the day of service, immediately after completion**, unless otherwise agreed in writing.
- If payment is being made via electronic transfer (Zelle/Venmo), funds must be sent **before the Team leaves the property**.
- **Prepaid Cancellations/Lockouts:** If the Client has **prepaid in full** and (a) cancels **within 1 hour** of the scheduled start time, or (b) the Team cannot access the property (**no-access/lockout**), a **fee equal to 100% of the booked service rate** will apply.
- **Payment as Condition of Service:** Work will begin **only after** payment is received and confirmed.

#### 9.4 Late Payments & Fees

- Payments not received on the service date are considered **past due**.
- Past-due balances may be subject to a **late fee of \$100** until paid in full.
- Returned or failed payments may incur a **\$50 service fee** in addition to any bank charges.
- If payment is not received within **1** of the due date, the Company reserves the right to suspend or terminate services until the account is current.

#### 9.5 Credit Card Surcharge

- Payments made by credit card are subject to a **processing surcharge of 4.0** to cover transaction costs.
- The surcharge rate will be disclosed at the time of booking and itemized on the invoice.

#### 9.6 Receipts & Records

- Receipts are available upon request.
- The Client is responsible for retaining records for reimbursement or tax purposes.

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## 10. Safety & Responsibilities

### 10.1 Cleaning Products & Equipment

- The Company provides its own cleaning products and equipment, using **eco-friendly and non-toxic** solutions by default.
- The Company is not responsible for results or damage caused by Client-provided products or equipment.
- Fragrance-free products are available upon request if specified **at least 48 hours before the appointment**.

#### 10.2 Use of Client's Products & Tools

- (a) The Client must notify the Company **before** the appointment and disclose any special considerations (e.g., specific floor cleaning requirements, finishes on walls, sinks, cabinets, or countertops).
- (b) The Client will be required to sign a **separate release of liability** before such products or tools are used.
- (c) The Company will not be liable for any damage caused by Client-provided products or tools, including bleach-based products.
- (d) The Company reserves the right **not to use bleach** even if requested.
- (e) For Team safety, Client-provided tools must be in good working condition.
- (f) If an employee has an allergy to a Client-provided product, the Company will use its own approved products instead.

#### 10.3 Special Flooring Care

- The Company uses a **barely damp microfiber-style mop** on floors susceptible to moisture damage and avoids string or sponge mops that retain excess water.
- The Company is not liable for water damage to floors caused by prior cleaning practices or client requests for more water usage.
- Steam mops may be used on tile and laminate floors at the Company's discretion.

#### 10.4 Liability for Accidental Damage

- The Company takes reasonable care to avoid damaging property during service.
- In the rare event of damage directly caused by the Company's negligence, liability is limited to:

- (a) Repairing the item to its prior condition; or
- (b) Replacing the item at current market value; or
- (c) Issuing a credit toward future services.

The Company is not responsible for damage due to pre-existing wear and tear, defects, loose or fragile items, or surfaces damaged by age or improper care.

- All damage claims must be reported **in writing within 24 hours** of the service.

### 10.3 Valuables & Fragile Items

- The Client is responsible for securing **cash, jewelry, electronics, documents, collectibles, heirlooms, firearms, or other valuables** before service.
- The Company does not handle or clean inside safes, locked storage, or personal file drawers unless authorized in writing.
- The Company is not liable for loss or damage to unsecured or undisclosed fragile items.

### 10.4 Pet-Related Conditions

- All pets must be **secured in a separate room or kennel** during service.
- The Company is not responsible for pets escaping due to unsecured doors, gates, or enclosures.
- Excessive pet hair, dander, or odors that increase cleaning time may result in an adjusted rate.
- The Company does not clean pet waste, litter boxes, cages, or other animal waste (see **Exclusions**).

### 10.5 Safe Work Environment

- The Client must ensure all equipment and areas are safe for work.
- Clutter or obstacles must be removed from pathways to prevent hazards.
- **1** Unstable or broken fixtures will not be cleaned until repaired.
- **10.5.4** The Company does not handle black mold or hazardous materials (see **Exclusions**).

### 10.6 Cleaning Products & Limitations

- The Company selects products based on safety, effectiveness, and industry standards.
- While sanitizers and disinfectants may be used, no guarantee is made to eliminate all contaminants or pathogens beyond manufacturer claims.
- Clients requesting specific cleaning products must notify the Company in advance and provide such products unless agreed otherwise.

### 10.7 Client Presence During Service

- Clients may be present during the first cleaning but are encouraged to be absent for recurring services to allow efficient work.
- If present, Clients must avoid cleaned areas, wet floors, and assume responsibility for any accidents.
- The Company is not liable for injuries sustained by Clients or other occupants during service.

### 10.8 Pest Infestations

- Active pest infestations will result in service suspension until resolved.
- If discovered upon arrival, the visit may be billed as a **cancellation/lockout** under the policy.

### 10.9 Limitation of Liability

- The Client must disclose all one-of-a-kind or high-value items before service; such items will not be cleaned.
- Cash and jewelry must be removed from surfaces before service.
- The Company is not liable for normal wear-and-tear or damage caused by non-standard products or equipment requested by the Client.
- Any damage claims must be reported **in writing within 24 hours**.

### 10.10 Moving Furniture & Lifting



- Furniture will only be moved if it has protective sliders.
- Movement is limited to 2–3 small pieces per visit and only if safe.
- Maximum lifting weight is **30 lbs (13.6 kg)**.
- Disposal of items left behind in move-in/move-out cleanings may incur a **\$200 disposal fee** plus standard labor rates.

#### **10.11 Handling Client's Personal Belongings**

- The Company does not provide organizing or decluttering services.
- If excessive items block cleaning, the Company may:
  - (a) Contact the Client for instructions;
  - (b) Skip the area without discount; or
  - (c) Proceed and charge for extra time.
- If the Client cannot be reached, the decision will be at the Company's discretion.

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## **11. Extras & Special Services**

### **11.1 List of Available Add-On Services**

The Company offers the following optional add-on services, which must be requested in advance and are billed separately from standard cleaning:

- Interior oven cleaning.
- Interior refrigerator cleaning.

- Interior cabinet and drawer cleaning.
- Interior window cleaning (reachable without ladders beyond standard hand tools).
- Blind cleaning (slat-by-slat).
- Baseboard detailing.
- Bed linen change and light laundry folding.
- Dishwashing (load/unload, subject to limits).
- Post-construction/renovation cleaning.
- Heavy-duty grease/grime removal or severe hard water/mineral buildup treatment.
- Other specialized services as agreed in writing.

#### **11.2 Request & Approval Process**

- All extras must be requested prior to the day of service to allow for proper scheduling and allocation of time.
- Requests made on the day of service are subject to Team availability and may not be completed during the same visit.
- If the Client requests add-ons during a visit and the Team is able to accommodate, the additional cost will be quoted before work begins and added to the final invoice.

#### **11.3 Pricing for Extras**

- Add-ons are priced individually and will be communicated in writing before the work is performed.
- If add-ons extend the total service time beyond the scheduled duration, additional time will be billed at the standard hourly rate (minimum 30-minute increments).
- Some extras (e.g., post-construction cleaning, heavy-duty build-up removal) may require a separate appointment and specialized pricing.

#### **11.4 Time Outside Regular Plan**

- For recurring Clients, any requested work outside the agreed regular cleaning plan (e.g., seasonal deep cleaning, appliance interiors, rotating detail work outside the set rotation) will be billed as additional time or separate service, depending on scope.
- Large-scale or labor-intensive extras may require adjusting the schedule for that visit to ensure quality and safety.

### 11.5 Limitations

- The Company does not perform tasks outside the scope of residential cleaning, including but not limited to: moving heavy furniture/appliances, repairs, painting, landscaping, or pest control.
  - All add-ons are subject to the same Exclusions, Health & Hygiene, and Home Access policies outlined in this Agreement.
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## 12. Service Satisfaction Policy

### 12.1 Reporting Concerns

- The Client must inspect the property at the completion of service or as soon as reasonably possible thereafter.
- When possible, the Client or their representative should walk through the property with the Team Leader at the end of the cleaning to confirm satisfaction or identify any missed areas.
- Any concerns, missed areas, or quality issues must be reported to the Company **in writing** (email, text, or other approved method) within **24 hours** of service completion.
- Reports should include a clear description of the issue and, if possible, photos of the affected areas.

### 12.2 Re-Cleaning Procedure

- If the Company determines that the reported issue falls within the agreed scope of work and was missed or insufficiently completed, a re-cleaning of the affected areas will be scheduled at no additional cost.

- For recurring service customers, the issue will be addressed at the next scheduled visit or sooner, subject to Team availability.
- For one-time or occasional service customers, a re-cleaning appointment will be scheduled within a reasonable timeframe at no charge.
- Re-cleanings must be performed by the Company's staff — not third parties.
- The guarantee is void if the Client or another party attempts to correct the issue before notifying the Company and then reports dissatisfaction afterward.
- Refunds, if any, will only be considered after the Company has been given the opportunity to correct the issue.

### 12.3 Limitations

Satisfaction guarantees do not apply to:

- Services or tasks not included in the agreed scope of work.
- Conditions requiring more time than was booked.
- Situations covered under the **Exclusions** section (e.g., permanent stains, damage from age or improper maintenance).
- Issues reported after the **24-hour notification period**.
- Conditions where complete removal of dirt, stains, or discoloration is not reasonably achievable due to age, material porosity, permanent damage, or prior improper maintenance.
- Changes to cleanliness after the Team has left (e.g., new spills, pet hair, dust accumulation, or occupant use).

### 12.4 Partial Credit or Discount

- If a re-cleaning is not possible (e.g., scheduling conflicts, Client declines re-clean), the Company may, at its discretion, offer a **partial credit** toward a future service or a **one-time discount**.
- Credits/discounts are issued solely at the Company's discretion and are not an admission of fault.

### 12.5 Documentation of Concerns

- The Company may take **photos or short video clips** of the reported areas during inspection and/or re-cleaning for quality control and dispute resolution.
- Such documentation will be stored and handled in accordance with the Agreement's **Home Access Policy — Section 8.6 (Service Documentation)** and will not be used for marketing without the Client's prior written consent.

#### **12.6 Right to Refuse Service**

- The Company reserves the right to decline or discontinue services at any time and for any reason.

#### **12.7 Dispute Resolution**

- All disputes arising out of or related to this Agreement shall be resolved by final and binding arbitration under the rules of Arts Arbitration and Mediation Services, a program of Colorado Lawyers for the Arts, or if unavailable, under the arbitration laws of the State of Colorado.
- The arbitrator's decision shall be final, and judgment may be entered upon it by any court having jurisdiction.

#### **12.8 Changes to Policies**

- Policies, pricing, and terms are subject to change at the Company's discretion.