

ShineCo Cleaning Service Agreement

ShineCo Cleaning wants our customers to receive the best experience possible and have established a Cleaning Agreement to clearly communicate a standard level of professional service.

Cleaning Agreement

Through the booking of a cleaning service by telephone, text, e-mail, or website communicated to Craig and/or Evelyn Macher. Customers and ShineCo Cleaning (service provider) mutually agree to the following terms:

Services:

ShineCo Cleaning provides specialized cleaning services at variable package rates.

Flat Rate Pricing: Our flat-rate pricing assumes capacity and work timing for the number of rooms and washrooms you have and meets a reasonable level of cleanliness. If the rooms are larger/dirtier than average our staff may require more time to complete the service requested or may have to reduce their scope of work.

If the location takes more than an extra 1/2 hour to clean we reserve the right to adjust pricing with authoritative customer's permission. These rates guarantee the completion of our *Standard Checklist* for our Standard Clean service or our *Deep Clean Checklist* for our Deep Clean services.

Variable (Hourly Worked) Rate Pricing: Our variable-rate pricing is charged in increments of 15 minutes based on the current hourly rate as stated in the quote. We recognize that "Average" cleanliness is subjective and budgets for time, condition or size of job may need to be discussed. Customers choosing variable-rate pricing agree to allow us to work with minimal interruptions so we can focus on work completion in a timely manner. Each staff on site is paid hourly at that specified rate.

Safety Compliance Hazards: Customer is responsible for providing a safe working space while ShineCo Cleaning is responsible for working safely in the customer's space. This includes but is not limited to fire, hydro, water, natural gas, appliance, fixtures/belongings and exits. Customer agrees to have appropriate lighting, functional washroom, ventilation, and utilities in compliance with regulation building code. In the event of a notable hazard, all work will be stopped while the emergency is addressed. If necessary, work may not resume until compliance issues have been resolved with written proof from the authority involved.

Workplace Violence and Harassment: ShineCo Cleaning is committed to providing a working environment that is safe, secure, and free from threats, intimidation, and violence. We maintain a zero-tolerance approach and will not tolerate violent behaviour and will take all reasonable and practical measures to prevent workplace violence and to protect employees from acts of violence. All reported incidents will be taken seriously and investigated.

If an emergency exists and the situation is one of immediate danger, then it will be reported to the police by calling "9-1-1" as soon as it is safe to do so. A person in a situation of immediate danger must at the same time take whatever steps are necessary to ensure their own safety and to protect themselves from harm or injury. Once a worker is safe, he or she can then report the matter to management. On-site violence between any customer and any ShineCo employee will result in immediate walk-out from the job, and any tasks that had been performed up to the time of violence will still be responsible to be paid by the customer.

Employees:

All employees go through training to ShineCo Cleaning standards. For your protection and peace of mind, all employees undergo a nationwide background check during the hiring process. All employees are covered under our worker's compensation policy, liability insurance and bond. Illness, vacations, staff turnover can all result in a change of staff on a job. For safety reasons, staff will wear indoor shoes and disposable gloves.

All employees are responsible for general health and safety in performing cleaning tasks onsite. If an illness, injury, or emergency occurs, they will notify ShineCo supervisors and if possible, the customer. Employees do not have access to private customer contact information so Craig/Evelyn will be in contact if an unexpected

change in task completion occurs for these reasons. We will notify if a communicable virus has potentially affected you within 24 hours or according to Public Health guidelines.

Our employees will be respectful while at your location. They will not smoke, eat, or lounge. For their own safety, we do allow them to bring their own water/beverage with them, as well as take breaks during longer cleans. We permit our employees to use customer amenities such as washroom, hydro, tap water and soap/towels on site. They do not answer a property telephone or doorbell or receive deliveries for their safety. Their purpose while in your location is to clean.

Our employees aim to be friendly with the inhabitants (residents, pets) of your location. We can not be held responsible for moving pets in/out of your location, supervising their activities, or cleaning up their messes unless part of the written agreement. You are responsible for your visitors, children and pet(s) and its actions around us and our staff. Animal bites and scratches that require first aid intervention will be taken seriously with incident reports and follow WSIB protocols.

Limitations of Services:

Wear and Tear: The longer we use our buildings, the more wear and tear builds up in them. Baseboards, mold/mildew, hard water, worn flooring, stained or cracked grout, window tracks, etc. are all areas where wear and tear will impact results. Surface stains are minimized by cleaning products, eliminating stains may require owner remediation. *Although we are professionals, we are not miracle workers. It may be too late to correct damage, it may take more than one cleaning to improve it, or it may not come clean at all.*

Reasonable Limitations: During cleaning processes, some dust becomes airborne and will not settle until we have left. Dust may accumulate when windows are open, or fans are blowing. If needed, we may suggest changing ventilation filters or duct cleaning.

Clutter, Knick-Knacks, Collectibles: Cleaning areas that do not have large amounts of clutter or precariously piled items is preferred. If necessary, we may move a pile into a "collection bin" for you to sort later. Any found items that are not considered garbage will be lifted and collected to an appropriate area. We reserve the right to clean around delicate, heavy items, or numerous (more than 5) items and not perform a "lift→ clean→ replace" on a shelf/table/floor.

We are not liable for damage that is caused by improper installation of an item (hung pictures/décor/fixtures) in your location, or artwork, collectibles or heirlooms valued over \$100 that are irreplaceable. ShineCo Cleaning will not dust painting or any items hanging items it deems a falling risk. We will not take the risk of cleaning items that are expensive or impossible to replace so notify us prior to commencement. If an item is damaged or broken in your home by our staff, they are instructed to contact us, photograph the damage, and clean it up if possible. You will be notified as soon as possible via phone/email after our office receives the completed damage report. We will consult our insurance if damage occurs over \$500.

Carpet & Rug Snags: Carpet snags are the result of "exposed loops" caused by normal wear, moving furniture, etc. which are snagged by a vacuum's roller brush. We take care to prevent rug snags while vacuuming but are not able to avoid invisible pulls and will not be responsible for replacing any damage caused. Carpet may also have become damaged by pet scratching, biting, and pheromones in pet urine. If enzymes cannot be eradicated by our cleaning services, we will inform you. (I.e. enzymes absorbed into porous material like wood, plaster, cement.)

Broken Blinds: Customers should be aware that there are some inherent risks each time your blinds are cleaned. Blinds will become brittle from daily exposure to the sun, and strings/cords will weaken over time resulting in breaks.

Special Surfaces: ShineCo Cleaning uses standard methods of cleaning; you are responsible for informing management of any surfaces that need specific specialty cleaning products or methods prior to your first clean. No liability will be assumed by ShineCo Cleaning for damages if not informed of said surfaces. Specialty surfaces include but are not limited to: Marble/Porous Stone, Waxed Wood, Unfinished wood, and Cork.

Flexibility and Heights: We may use a small step stool or extension pole for basic tasks. Only employees with Heights/Ladder training will be permitted to work at heights with standing surfaces above 3.5 ft above floor level. We will not high dust items that may be hung improperly because we are not able to secure it while we clean (i.e. chandeliers). Customer should notify prior to cleaning if heights are involved for staffing and equipment preparation. Equipment beyond a ladder (i.e. scaffolding) will be discussed with the customer and provided at the customer's expense prior to any applicable task attempt.

Service Provisions:

Basic Utilities: ShineCo Cleaning cannot perform work without access to safe, working hydro, water (hot water access preferred), drainage for dirty water, ventilation capabilities, and heat/climate control. Inclement weather management (dry access to building entry, no ice/snow/clutter buildup on walkways) are the responsibility of the customer, not ShineCo Cleaning.

Parking: We require one guaranteed parking spot on-site or adjacent to the property. Parking fees will be added to the invoice if free parking is unavailable. Please notify us of the best place to park.

Cleaning Supplies: We provide our employees with all necessary tools, equipment, and cleaning supplies necessary for a thorough job. If you request the use of your own cleaning product, we may deny the request with safety or liability concerns. We have not tested your products for effectiveness and can not be responsible for damage associated with unknown products/solvents. Satisfaction Guarantee will not apply. Any effect on our ability to complete your clean as expected due to the use of your products may result in additional costs.

Use of Owner's Vacuum or Equipment: Due to uncertainties of equipment maintenance, we reserve the right to refuse using a customer's equipment. However, we may use in-home tools onsite in situations of cross-contamination concern. We will not assume or accept any liability for damage to the equipment, to your location or any of its contents, to maintain or train with the unit, or repair a customer's equipment, such as vacuums, mops, central vacuum systems, garage door openers, shovels.

Scheduled Tasks and Extra Services: We do our best to budget appropriate amounts of time to complete tasks in a professional manner. If you require extra services or additional cleaning on your scheduled cleaning day, please contact us at least 48 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. If you request us to "skip" or "add" tasks on the day of service we may accommodate but cannot guarantee it to affect the cost and length of the appointment or if it may require an additional visit(s). (Removing a 2-minute task will not reduce your bill, but adding a 30 minute task may increase it!)

Please note that if extra services are requested after the original booking, ShineCo Cleaning cannot guarantee we can complete them on the originally selected service date and may need to reschedule or finish the clean. These may include cupboard/appliance interiors, appliance moving over 35lbs, window tracks, interior of cupboards, linen changes, laundry/dishwashing services, lightbulb replacement, use of fans for drying floors in low ventilated areas.

Temperature and Humidity Control: Please ensure that your thermostat temperature is set between 18-24 degrees Celsius / 65 – 75 degrees Fahrenheit so that our cleaners can work in a safe environment without overheating. Our cleaners have the right to take extra breaks and refuse service if work conditions are deemed unsafe. Due to liability, we will not adjust your thermostat settings. If a location presents with poor ventilation, excess moisture on windows or presence of mold/mildew we will take precautions, add fans, open windows, etc. or in exceptional circumstances, cancel services until a restoration company can make it safe.

Should ShineCo Cleaning deem hazards a risk to health and safety, services may be cancelled. If no notice is given by the customer, there may be a late cancellation fee. Hazards include but are not limited to biohazards, blood/bodily fluids, mold, bug infestations like fleas, cockroaches, termites, and bedbugs; animal waste including litter, feces, training pads, and vomit. *In addition, weather-related hazards like flooding, ice, snow buildup, or lack of one parking space are responsibility of the customer.*

We are not insured for serious hazardous tasks, nor are all employees trained/equipped.

Accessibility:

You are responsible for providing ShineCo Cleaning Access to the location of service on the scheduled visit date. We will aim to keep your property secure while onsite, locking ourselves in and not propping entry doors open and unsupervised. We offer four entry options, please inform ShineCo Cleaning Management of the preferred method before the service date.

1. Be at the location to provide access and remain for the duration out of the service areas (migration within the service is workable.) ShineCo Cleaning cannot guarantee the exact arrival/exit times so the client must be home to let the cleaner into the location.
2. Provide a key, garage door button or access code to the location. Keys are stored in a lockbox and keys are issued on day of scheduled service to gain access to the home. We will not make a copy (unless you request). *Keys will be placed in a secure lockbox at ShineCo Cleaning office and accessible only on the day of service.*
3. On-Location lockbox with a key and provide ShineCo Cleaning with the passcode. We have a few lockboxes available for use with prior request.
4. Front-Desk/Management Proxy; Employees will have a uniformed shirt and ID staff profile available to verify before entry.

If your location has a security system, please ensure that it is turned OFF prior to our arrival or inform our office of the correct codes and entry method before your scheduled clean. Please notify our offices of any updates. ShineCo Cleaning is not responsible for any charges from local police departments or security groups which may be called as a result of a security alarm in which we cannot deactivate. Please disclose if there are cameras onsite recording our movement. (For trauma-related incidents and liability.)

Due to liability, safety, and security reasons, ShineCo Cleaning staff will not enter any home without express permission and clear access instruction prior to a scheduled clean. If no one is home or our cleaners are turned away/harassed for any reason the service will not be performed and cancellation fees will apply.

Scheduling:

As an act of mutual respect, ShineCo Cleaning will arrive as scheduled on the date and time of a planned visit. *Arrival times* are subject to circumstances beyond our control (traffic, weather, lockouts, issues at previous locations) but we do our best to arrive within an hour of our scheduled time. If we are going to be more than an hour late to your visit, we will contact you as soon as possible to provide you with an expected arrival time.

Upon booking you will be provided an *estimated cleaning length* based on the average number of labour hours it takes a professional cleaner to service the size of home you have indicated. Total cleaning time may vary depending on condition, accessibility, and other factors. *Initial cleans typically take longer* than recurring services unless there are less than 2 weeks between visits. Estimate times may be adjusted after several cleans as our staff become familiar with your location.

Service Changes occur for many reasons and can affect the cost and length of the appointment or require additional visits. We work efficiently when we know what is expected and have clear communication. Refer to our Standard Clean, Deep Clean, and Specialty Service checklists for clarity.

Rescheduling & Cancellations: We schedule two weeks in advance and have a running waitlist for services when cancellations occur. Our cancellation/rescheduling policy protects our employees who depend on the hours we have scheduled for them. Please make any changes at least 48 hours before the scheduled appointment to avoid incurring the cancellation fee. **Cancellation with less than 24 hours notice will be 50% of the expected invoice cost. We are legally liable to pay our employees for expected daily work and any cancellation that does not match exceptions below will be charged the cancellation fee.** Minor viral illnesses are subject to symptom contagions and may not be granted as a cancellation. (Our disinfecting is

better than allowing germs to spread and fester!) We are happy to accommodate with a rescheduled appointment however that will be subject to availability.

Exceptions to this are sudden illness requiring medical intervention, natural disaster, inclement weather. If schools are closed or local authorities (police, fire service) recommend only essential services travel, we will reschedule.

Schedule or service changes may not be made through your cleaners. They must be arranged with Craig or Evelyn Macher or through the ShineCo Cleaning office. Services may be discontinued by ShineCo Cleaning in the event of multiple consecutive cancellations. Recurring service is priced at a discounted rate. Should you choose to cancel recurring service after only one cleaning, One-Time Cleaning rates will apply. We prefer a reliable schedule that benefits both you and our cleaners. For extended holidays (i.e. school breaks), work shut-downs, seasonal cancellations, we can "pause" service for a pre-determined amount of time.

Holidays: ShineCo Cleaning closes on all Canadian/Ontario statutory holidays. These include New Years' Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Thanksgiving Monday, Christmas Day and Boxing Day. Should your regular cleaning fall on these days, our office will contact you approximately 2 weeks prior to the holiday to reschedule your cleaning.

Quality and Satisfaction Guarantee:

We work hard, follow our checklists, and make a difference for you. We can do client walk-through or talk-through before and after a job to ensure satisfactory expectations are met. If you aren't fully satisfied with our service let us know within 24 hours of our visit and we will reclean the area. In the absence of feedback within 24 hours, ShineCo Cleaning will assume that you are satisfied with the received service. Google and other rating services reviews are taken seriously. Our guarantee does not apply under the following conditions:

- When we use a customer's cleaning products, supplies or vacuum by request of customer;
- If a customer refuses a walk-through at completion of clean;
- If a customer turns our cleaners away before or during a clean;
- Instances of safety hazard, violence, or situations requiring restorative intervention beyond ShineCo Cleaning's scope of services (beyond wear/tear, etc.);

Payment Responsibility: All contracted services performed are the responsibility of the customer to pay within 15 days of the due date. A reasonable deposit of funds may be required for specialty services and will be applied to the net payment after taxes. Discounts, coupons, gift certificates, and barter credits are applied to the net payment after taxes. Invoices are available via email and print (at a later date) and receipts are given via email. Cash or cheque payments must be made at the time of service. E-transfer, credit card, PayPal are optional methods. ShineCo Cleaning does not personally retain any credit card information within their system.

If the customer fails to pay any invoice within 15 days of the due date is entitled ShineCo Cleaning to suspend any future service until payment has been received. A 2% interest fee may be added to any invoices unpaid within 3 months of service. Any outstanding invoice after 6 months from service date will be sent to a collections agency for full payment on their terms.

Confidentiality:

All information acquired by ShineCo Cleaning for relating to the customer and/or their service will be treated as confidential and as such will not be disclosed in any manner other than necessary to perform said services. All employees have a written confidentiality agreement with ShineCo Cleaning and all agreements will survive any termination of service unless where legal requirements necessitate information.

Termination of Service: Both you, the client, as well as ShineCo Cleaning have the ability to terminate this Agreement at any point in time, provided that the party wishing to terminate provides written notice. Any outstanding payment for the above services owed will be due at the time of termination.