

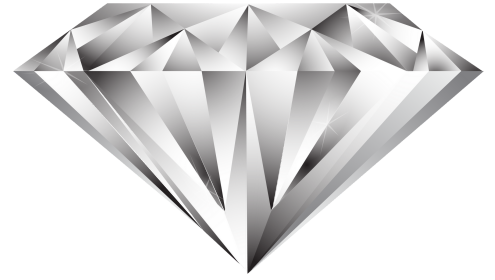
WWW.SLADCLEAN.COM

# SHINE

2024 Vacation Rental Cleanings



# SHINE LIKE A DIAMOND CLEANING & CONCIERGE



Thankyou for your interest in our services.

We are very excited for the upcoming 2024 Change-Over season. Here at Shine Like A Diamond Cleaning & Concierge, we're dedicated to providing you with prompt, reliable, trustworthy, & flexible service. We are licensed & insured.

We can make your life easier, and help you get your rentals back on the market faster so you can maximize your rental income.

It's important that your rental home makes a good impression. As always, your home will need to be in good condition for the changeovers.

As a courtesy, we will also report any damages to you that we may discover.

We are looking forward to working with you & hope to maintain a relationship.

Thankyou,

April Kowalsky - Owner

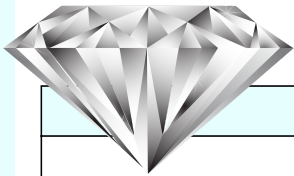
Shine Like A Diamond Cleaning & Concierge

609.300.9406

Info@sladclean.com

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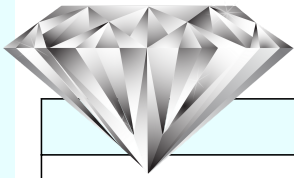
## TERMS & CONDITIONS



HOURS OF OPERATION	OFFICE HOURS	Monday - Saturday 9am - 5pm
	FIELD HOURS	Sunday - Saturday 9am - 5pm
	EMERGENCY	24 / 7 -
	CLOSED	Thanksgiving, Christmas Eve, Christmas Day, New Years Eve, New Years, Easter. Please schedule your cleanings two week in advance before the Holidays
ESTIMATES	RATES	The accuracy of the details (number of Beds, Baths, square footage, & condition) provided by our potential customers, whether by phone communication, email or our booking form, is essential for us to deliver precise estimates.
		With flat-rate pricing, there are no unexpected charges about the final cost.
SCHEDULING	NOTICE	We require 1 day in advance, unless emergency situation
	BOOKING FORM	You will be sent a welcome email from our software for you to schedule cleanings. If you are having a hard time entering your dates in the system and prefer to email us them, we will input them in for you.
	EMAIL	info@sladclean.com
	PHONE	609-300-9406 OR 732-908-6011
	TURNOVER CLEANING DATES	All rental cleaning dates should be given to us and/or scheduled by April 2024 as our scheduling slots are limited.
	SPRINGCLEANING DATES	All Spring Cleanings start in May. We finish out the Spring cleanings by the 1st week of June. If your rental season begins earlier, the detailed cleaning needs to be scheduled at least 1 week prior to your renters check-in. If you decided to do a detailed cleaning yourself, we will schedule a walk-through prior to starting the seasonal turnovers, to determine if further cleaning is needed.
REMINDERS	EMAIL / TEXT	Automatic Text & Email reminders will be sent out 72 hours (3 days) prior to your cleaning day.
CANCELLATIONS	72 HOURS	You have 72 hours prior to your cleaning day to cancel, to avoid a cleaning fee.
	48 HOURS	Cancellation fee is 50% of the cleaning cost
	24 HOURS	Cancellation fee is 50% of the cleaning cost.
	SAME DAY	Cancellation fee is 100% of the cleaning cost.
REASON		This allows us to offer the time slot to other clients who are in need & protects our house cleaners who depend on the hours we have scheduled for them. When you cancel we have to move our schedules around to accommodate everyone.
CONTACT US		All requests, information, or cancellations should be sent to our email info@sladclean.com. This procedure ensures that we have an official record of your request.

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## TERMS & CONDITIONS



CHECK-OUT INFORMATION	WINDOW	We require at least 4 hours between check-out & check-in.
	TIMES	9:00 am, 10:00am, 11:00am, 12:00 pm
	ON TIME	Guests need to exit promptly at check-out.
	LATE CHECK-OUTS	Late check-outs on days where guests will be checking-in the same day will not be permitted.
	EXTENDING STAYS	If we arrive to your property and the guests are extending their stay without providing notification, the full cleaning fee will still apply. We must be notified w/in 48 hours.
	EARLY CHECK-OUTS	The guests should notify us if they plan to leave earlier than scheduled.
	INSPECTION	The guests should conduct a comprehensive inspection of the premises before vacating the rental property to ensure that all of their belongings are accounted for. In the event that any personal possessions are unintentionally overlooked, we will promptly notify the property owner and/or the real estate management company to facilitate the necessary steps for resolution.
	CONDITIONS OF RENTAL	If the guests have left your property in an unreasonable condition, we will charge a \$50.00 fee for the extra time needed to bring your property back to our standards. Pictures will be provided, and any damage will be reported. You would then charge the extra fee to your renters.
	LOSS / DAMAGE	On the day of service, we will promptly report any issues that may arise during the guests occupancy. To safeguard against potential losses, theft, damages that may occur, it is advisable for you to retain the renters deposit for a brief period, at least 3 days, enabling the opportunity to address & resolve any related concerns and, if necessary, seek appropriate compensation.
CHECK-IN INFORMATION	WINDOW	We require at least 4 hours between check-out & check-in.
	TIMES	1:00 pm, 2:00 pm, 3:00 pm, 4:00 pm.
		If your weekly cleaning falls on a Saturday and there are no guests checking in on that day, please inform us at least 72 hours or a week prior. We will schedule for the next day or the next check-in date.
	ARRIVAL	Guests should refer to their designated check-in time. In the even that we complete the cleaning process before the scheduled check-in time, we will promptly notify the homeowner or real estate agent.
		If guests entered before the check-in time & interfered while we are cleaning, Shine Like A Diamond Cleaning will not be responsible for cleaning quality complaints.
		Guests need to promptly notify us after check-in, for any cleaning-related issues. This allows us the opportunity to rectify the situation. We cant be notified 2 days to a week later as we have no proof it came from our cleaners.



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CLEANERS ACCESS		We recommend our clients provide secured access by door keypads, garage door keypads, or lock boxes. We are trying to alleviate holding possession of property keys for security reasons. If you also have security alarms, they will need to be in the OFF position during cleaning hours.
	REASON	Property owners can set specific access codes for different guests and monitor when guests enter and leave the property, providing valuable insights for property management. It also alleviates possible lost keys.
	LOCK-OUTS	If the guests arrive prior to the scheduled check-in & refuse US to clean the unit, the owner will still be responsible for 100% of the cleaning fee. No exceptions, as we still have to pay our cleaners for their time/day.
		If cleaners arrive on scheduled day & are locked out due to faulty locks and/or keypads, we will contact you to see if there is another solution. If there is no solution for entrance, the owner will be responsible for the cleaning fee.
OWNERS RESPONSIBILITY	NECESSITY	You need running water, electricity, & lighting. Without these, we are unable to provide cleaning services.
	TEMPERATURE	We ask that you ensure the temperature inside your home is set to a comfortable level before we arrive. To have proper temperature settings in the unit. Summer= Airconditioning, thermostat no higher than 72 degrees. Winter=Heat, Thermostat 60-72 degrees.
	ALARMS	Alarms need to be in the OFF position, upon our arrival.
NON-INCLUSIVE APPOINTMENTS		Please do not allow other services to interfere with our cleaning time, whether its a realtor, photographer, etc etc.
PREFERENCES		Bathrooms should have hand-held shower heads for easy cleaning for hard to reach areas & soap scum that a regular shower head cant reach. They are also helpful to those guests, who may have mobility issues,
		You will need shower liners, if you do not have glass shower doors.
		No metal racks in the kitchen sink.

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## WHATS NOT INCLUDED

1	Clean or remove blood, bodily fluids, fire, water damage, excessive mold growth that may require a specialist in the field.	
2	Pest infestation - Cockroach, Bedbugs, fleas.	
3	Animal Infestation - Birds, Mice, Rats, Bats	
4	Paint Removal, Animal Waste or Liter.	
5	Disassembling seals on glass shower doors	
6	Disassembling furniture to clean it.	
7	Removing permanent stains from floors, cabinets, carpets.	

We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be transparent and informative as possible, some things that we don't offer include but aren't limited to:




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## PAYMENT PREFERENCES

1	<p>CHECK -</p> <p>You will receive an invoice via email two weeks before the commencement of the rental cleaning service. It will include all cleaning dates for that month. Subsequent invoices will be sent monthly.</p>	
2	<p>ZELLE PAY OR VENMO</p> <p>Saturday Changeovers - Payment will be collected the night before.</p> <p>Sunday through Friday Changeovers - You will be charged on the same day of service. Most Banks are participating &amp; there are no transfer fees. The name &amp; phone number used is: 732.908.6011, April Kowalsky, email: <a href="mailto:info@sladclean.com">info@sladclean.com</a></p>	
3	<p>CREDIT CARD -</p> <p>6.625% State Tax will be added, if you choose this option. You will be sent a link to Sign into our system &amp; You may add your credit card information for your bookings to be charged automatically for your cleaning day.</p>	
4	<p>LATE PAYMENTS-</p> <p>\$25.00 late fee will be added per day not paid,</p>	