



Clean My Space, LLC
(860) 539-8725
cleanmyspacect@gmail.com

Cleaning Service Agreement

There is no term to this agreement between the client or Clean My Space, LLC. You may cancel your cleaning service at any time. Clean My Space, LLC. also reserves the right to cancel the service provided at any time.

We strive to provide the most professional cleaning service. All the professionals are bonded and insured and have been thoroughly trained in the proper use of all products and equipment.

We ask you to provide all cleaning supplies, vacuums and equipment. Should you wish for us to use our cleaning products or equipment, please call the office prior to your cleaning. You agree not to hold Clean My Space, LLC or any personal responsible for damage to any article or component.

We guarantee our staff will not smoke, watch TV, have personal phone or text conversations, or listen to the radio in the homes they are cleaning.

We will arrive on the day scheduled as requested and agreed upon; however, Clean My Space, LLC reserves the right to close our office at any time, due to inclement weather.

Our Guarantee To You

100% Satisfaction Guaranteed! If for some reason something does not meet your approval please inform our office within 24 hours and we will make arrangements to have the problem corrected, at no additional cost. We guarantee to have your concerns addressed within 24 hours. All calls and appointments will be scheduled during business hours only. Clean My Space will only guarantee work that was completed and paid for by the client.

Contact Hours

24/7 via email at cleanmyspacect@gmail.com or via phone or text at: 860-539-8725

Please understand that if we fail to pick up the phone when you call, it is because we are with another client giving them the same undivided attention you would expect and will call you back as soon as possible.

Quality of Cleaning

Each team is supervised by a team leader who is responsible to ensure cleaning is done to your satisfaction. We also employ a quality assurance staff, to perform periodic checks while the teams are cleaning. We will also periodically follow up to ensure you are satisfied with your cleaning. Quality is our #1 priority!

Customer Feedback

Each of our clients has different needs. Please keep us informed of any comments or suggestions you may have. The more specific your feedback, the better job our staff can do for you. Our goal is to meet your expectations every time we service your home. You should never feel that we “just rushed through to finish and get to the next job” and you should NEVER have to clean up what we’ve missed. We strive to meet your expectations every time, but in the event that you are not satisfied with the cleaning, please let management know of your concerns within 24 hours.

Security / Entry

Most customers give us a key to their home or a code to the garage, but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or customer name is used). Security is a major concern at Clean My Space, LLC. Our policy is to lock the door while we are cleaning and to not allow access to unknown people. For safety reasons, please don't rely on our cleaning professionals to let in workmen during the time we are in your home.

Payment

Since we do not bill our clients, we appreciate full payment on the day of the cleaning services. Payment by cash or check in a sealed envelope with your name and address should be left on the kitchen counter. A \$10.00 fee will be charged for any returned checks, in addition to any other fees charged by the banks. All prior balances must be cleared, before the next service.

Job Start / End Times

For hourly jobs, we charge from the time we arrive on the premises, which includes unloading of our supplies and equipment from our vehicle, to the time we have finished cleaning, including the loading of supplies back into our vehicle.

Cleaning Fee Increases

Clean My Space, LLC reserves the right to reevaluate rates at any time based on the time required to perform our service to meet the client's standards. We will monitor the actual cleaning time for the first two months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid. We reserve the right to adjust the estimate after the job is completed.

Late Cancellations / Lock Out Fees

We understand schedules change. We ask that you contact us no later than noon the day before your scheduled cleaning to cancel or reschedule. Cancellations at the same day as cleaning day are subject to a \$50 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key.

Sickness

If someone in your home is sick (contagious) please contact our office and we will be happy to reschedule your cleaning.

Extra Requests

Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, the basement, garage, extra rooms) so we can schedule the time needed to complete these tasks.

Accidents / Damage

Because of the nature of our business our staff is required to touch virtually everything in your home. We are as careful as possible; however, if something does get damaged while cleaning your home, our staff are instructed to call our office at once and to leave a note advising you of the incident. The office will also follow-up with a phone call to determine the best course of action. In the event an item is damaged or broken we reserve the option of repair or replacement.

If you feel that something was broken during our visit, please call the office as soon as possible and we will respond without delay. A dollar value of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined. Clean My Space, LLC. is not responsible for damage due to faulty or improper installation of items. Please inform us if any items in your home require this type of attention. Examples would be: broken or improperly installed blinds, tiles, curtain rods, shelves, loose carpet etc. All surfaces (marble, granite, etc.) are assumed to be sealed and ready to clean without causing harm.

The most tragic form of damage is something irreplaceable either monetary or sentimentally valued. Rather than be sorry, the safest way to protect these items is to store them away on the cleaning day, or instruct us not to clean such items.

Clutter / House Preparation

Yes. We would appreciate items were picked up off the floor and dressers and counters were organized before we arrive. This allows the cleaning staff to clean more thoroughly. Also, please secure cash, jewelry and other small valuables. We also ask in the summer months if you could set your air conditioner at an appropriate temperature. In the winter months we would appreciate that sidewalks and driveways are cleared so our cleaning professionals are able to gain access to your home. If for some reason you do not want a particular room cleaned, please just leave a note or close the door of that particular room.

Pets and Plants

Pets are not a problem. However, we do need to know if you have them and we would like to have the pet's name. Also, if any pet is aggressive we ask that you secure them while we are cleaning your home. If they are friendly we will be happy to clean around them. Our teams are instructed not to enter a house if they believe an animal is a threat. Please remember that pets may behave differently if a family member is not present. Due to the individual care that plants require, we are not able to maintain them.

Items We Cannot Clean / Will Not Do

We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up. Our teams are advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the area. We will leave you a note, or call you regarding the problem. We do not clean inside curio cabinets. If you have other items you prefer we not clean or handle, please call the office and we will arrange to avoid those items. Our staff can't climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 35 pounds, prepare meals, provide any pet or children-related services, or empty diaper pails.'

Hiring of Our Staff

All of our staff have signed a Non-Compete agreement with Clean My Space, LLC. 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 Clean My Space, LLC. or for 2 years following termination of contract, without written approval from Clean My Space, LLC. and a possible placement fee of \$2,500.00. You agree not to hire past or present staff of Clean My Space, LLC. for a period of not less than 2 years from the date the staff member last worked for Clean My Space, LLC. A great deal of time and resources are put into hiring our staff. In the event you feel you must hire a staff member of Clean My Space, LLC. 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.

Gratuities

Although a gratuity is not expected or required, the team members certainly welcome it! A great way to show the team your appreciation is with a gratuity. If you choose to leave a tip or any other form of appreciation for your service provider, please make it clear by leaving it in a marked envelope.

Weather

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home therefore your cleaning service for that day will be cancelled. When this occurs, we will try to reschedule. Please assist us with your understanding in rescheduling.

Holidays

We do not provide service on New Year Day, Good Saturday (day before Easter), Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve day and Christmas Day. We will contact you approximately 1-2 weeks ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office 2-3 weeks ahead of time to reschedule your cleaning.

Client Agreement Form

I have read and understand the Clean My Space, LLC Service Agreement.

Client Signature _____

Printed Name _____

Address _____
STREET

CITY *STATE* *ZIP*

Date _____