

## Service Agreement

**We do NOT have a contract that commits you to a minimum number of cleanings!** You may cancel your scheduled service(s) by providing 48-hours advanced notice to It's Maid Day. This Service Agreement defines the responsibilities and liabilities of It's Maid Day and our customers.

### General Limits, Conditions and Liability

**Insurance, General Liability, Bonding & Tax Reporting:** We carry a \$1,000,000 liability insurance policy and a \$25,000 fidelity bond against theft. In addition, we hereby attest to our customers that It's Maid Day collects and reports all employer-required taxes for the maids services to local, state and federal agencies...protecting you from IRS tax-liability with respect to income the maids receive. All maids are covered by State worker's compensation insurance for any injuries occurring inside or outside of your home.

**Valuables, monies & firearms.** Please take precautions when you have any outside service workers in your residence. Be conscientious about leaving certain items unsecured. We hire honest people and conduct background searches on everyone. But let's not tempt anyone with cash, jewelry, credit cards, checks or other valuables which are easily accessible. Also, if there are guns or ammunition in the house, please have them locked away.

**Security Alarms.** It's Maid Day is not responsible for any charges from a local police department which is called out due to an activated alarm which we are not able to turn off based on the instructions provided or omitted during your set up process.

**Pets "escaping" from the home:** Our maids are trained to close doors as soon as they enter and exit your home and to not leave doors open for long periods. Even though we are careful, we cannot be responsible for pets that "escape" when our maids are entering/exiting your home.

**Pet feces and urine:** Our maids do not pick up pet feces, including emptying litter-boxes. **Urine stains** on hardwood floors will be mopped by our maids, but please understand that if urine has soaked into wood, the discoloration (stain) may not come out... a flooring specialist should be contacted.

**Cleaning-Day Home Preparation.** We ask that you take a few minutes the night before a scheduled service to "tidy up" to allow the maids easy access to the areas/surfaces to be cleaned including floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If we run into a few clothes, toys or general clutter in a room, we will gladly pick them up and place them in some order. The same goes for a few dishes left out in the kitchen. The problem comes when the entire table, dresser, or counter is completely covered. Or, if we run into large piles of clothes on the floor. Our policy is "Any area completely covered with clutter, will not be cleaned."

**Use of Homeowner's vacuum, cleaning equipment, cleaning supplies, chemicals or solvents.** If the homeowner requires or requests us to use their vacuum(s), cleaning equipment, supplies, chemicals, solvents or anything then we are not liability for damage caused to your home or to the items you supply the maids. It's Maid Day is not liable for any damage caused by your vacuum including equipment hitting furniture, cabinets or anything. It's Maid Day uses commercial vacuum cleaners with safety bumpers so in the off chance that we bump furniture it will not damage or leave marks. Most residential vacuums do not have adequate safety bumpers. In addition, our employees are not always familiar or trained on equipment, vacuums, cleaning supplies, chemicals or solvents unless they are provided by It's Maid Day. Homeowner understands and assumes all risk or problems including damage directly and indirectly caused from using anything including but not limited to equipment, cleaning supplies, vacuums, solvents, solutions, chemicals or anything provided by the customer.

**Dusting.** Our maids do a great job dusting. Our microfiber rags, dusting spray, and techniques, capture and remove dust from surfaces. If your home has not been professional dusted recently, you may encounter dust settling back onto surfaces even within a few hours. This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.

- **Dusting height limits.** We are not able to dust items on shelves or hung on a wall that are higher than a maid can reach standing on a 2-step stepladder. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand to secure it while we dust.

**Showers and Tubs.** Showers and Tubs can accumulate lime, calcium and soap scum. Our cleaning solutions work very well on cutting through these deposits, however sometimes it may take two to three visits before showers and tubs become free of these deposits. **Mold and mildew** are organic and will grow deep into and behind grout or caulk. Surface stains may be removed by our cleaning products, but eliminating it completely may require the homeowner to have their shower re-grouted or re-caulked.

**Repairs and Replacement of damaged items.** Accidents are rare but if they happen we take care of the problem right away. Our primary remedy for a damage claims is repair. All repairs are completed to industry standards. If items cannot be repaired, the office will coordinate replacing the item.

**Damage or Breakage disclaimer. Our maids exercise reasonable care when cleaning your home.** We do carry insurance for damage or breakage caused by our maids for negligence. **We are not liable for damage that is caused by "normal wear and tear" or improper installation of an item.** These items include but are not limited to the following examples:

- **Carpet & Rug Snags.** Carpet snags are the result of "exposed loops" caused by normal wear and tear, moving furniture, etc. which are snagged by a vacuum's roller-brush.
- **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/chords will weaken over time resulting in breaks.
- **Improperly hung pictures/decorations/mirrors/anything.** If items are securely/properly attached to the wall, they should not fall when the item is dusted/wiped.
- **Artwork, Collectables, Family Heirlooms and valuables over \$500.** These items are expensive or impossible to replace and so we will not take the risk of cleaning such items. During our new client set up, we ask customers if any items in the home that we should not clean or touch. It is the customer's responsibility to inform It's Maid Day of any new items brought into the home, after our initial setup, that falls into this category. This notification must be sent in writing. You can send via email to [notifications@itsmaidday.com](mailto:notifications@itsmaidday.com) or in writing to: It's Maid Day, 2971 Cherokee Street NW, Kennesaw GA, 30144
- **Floors that are not sealed.** Our standard floor cleaner is safe and effective on sealed floors including marble and hardwood floors. If floors are not fully sealed they are subject to water damage. According to the National Wood Flooring Association, hard wood floors need a maintenance coat every 3-5 years. It's Maid Day is not responsible for any hardwood floor damage on floors that have not had a maintenance coat outside of the recommended time frames.

**Payment for Services.** Payment is due at the time our services are delivered. You may pay by check or credit card.

- **Credit Cards.** If you choose to pay by credit card, a 3% charge will be added to your cleaning fee and 6% for American Express.
- **Refunds.** Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. If you are not happy, we will come back and re-clean any areas free of charge according to our 100% Satisfaction Guarantee.
- **Service fee for returned checks.** Checks returned for non-payment, (insufficient funds, closed account, etc) will be charged a \$25 returned check fee in addition to making good on the payment for services.
- **Late payments** are subject to a \$25 late fee. Payment is due at the time of service.

**Scheduled "Arrival Time" for cleanings.** When booking your service, we provide an estimated arrival-time when the maids will arrive at your home. *Actual arrival time may vary* due to unforeseen circumstances (traffic jams, weather, the maids needing extra time to finish cleaning a previous home, etc.) If maids are expected to be late by 30 minutes or more, we will call you.

**Cleaning appointments may need to be rescheduled.** We understand the importance of cleaning a home on day it is scheduled, however there are events that can result in your appointment being moved to a different day and time. Bad weather, traffic problems, and excessive employee absences can result in your cleaning appointment being moved to a different day and time.

**Lock-Out Fee.** You are responsible for providing maids access/entry to your home. If our maids cannot enter your home, a \$50 "lock-out fee" may be charged.

**Fee for Reschedule, Cancellation or Lock-Out with less than a 48-hour notice to It's Maid Day.** We are happy to work with customers to reschedule and cancel services throughout the year to work around your schedule. This policy has to do with rescheduling service or cancelling an appointment with less than 48 hours notice.

Your maids count on your business and are paid only when they clean a home. Last minute changes make it nearly impossible to find your maids new work and can cause them financial hardships. These financial hardships can lead to higher employee turnover rates which can lead to greater challenges in delivering high quality cleaning.

If you reschedule or cancel service with less than a 48 hour notice you will be charged a \$50 fee. It's Maid Day will use 100% of the \$50 fee to subsidize the lost income to the maids. The \$50 will not make up for their lost income, but it will help.

We also understand that last minute cancellations can occur because of unforeseen events in a customer's life including family emergencies, work requirements, a busted water pipe or other home emergencies, just to name a few. Getting a \$50 fee during these stressful times can make a stressful situation even more frustrating. So with that in mind, we allow customers who have scheduled recurring service, one free last minute cancellation every six months without imposing the \$50 charge

Please note, that some last minute cancellations can be prevented if a customer provides us with access to their home using a garage door code, key, lockbox or other methods. It's Maid Day is insured against any problems associated with giving us access to your home.

**Rescheduling your cleaning** We are happy to work with our customers on rescheduling. Please note that re-scheduling your cleaning can result in the following:

- **PRICE CHANGES** – The price and time for recurring service is based on **Time Between Cleanings**.
  - Weekly (Once a week)
  - Bi-Weekly (Every two weeks but no more than three weeks since the last cleaning)
  - Monthly (Every four weeks but no more than five weeks since the last cleaning)
  - Occasional (Six weeks or more since the last cleaning)

Rescheduling your cleaning can result in the cost of your next service being Less Than, More Than or the Same As your last cleaning. Time will be considered for vacations when the home is not occupied.

- ❖ Example 1: Bi-Weekly customer “skips” a cleaning, creates a four-week interval between visits and the applicable (higher) Monthly rate will apply to the next cleaning.
- ❖ Example 2: Bi-Weekly customer who requests an additional cleaning in-between scheduled visits would be charged the applicable (lower) “Weekly” rate for the next 2 cleanings as there will be a one-week interval between both cleanings.
- **DIFFERENT MAID TEAM** – We may need to send a different team to clean your home for this off-schedule visit, as your “regular” cleaning team typically has a full schedule.
- **NO AVAILABILITY** – It is our goal to meet every cleaning request, however cleaning dates do sell out. The best way to reserve an alternative date is to call It's Maid Day as soon as possible.

**Additional Fee (for additional time needed to clean your home).** When purchasing maid service, you are purchasing time. There may be an occasion where our maids need more time to complete the specific cleaning program you purchased. A few examples include:

- The condition of your home is different than what you represented when we priced and set up your service.
- Excessive dirt/dust/stains resulting from remodeling/construction, post-party cleanup, etc.
- Requiring us to use your equipment or supplies.

If a particular cleaning requires more time than the allotted time to finish due to the situations above, we will attempt to contact the customer by phone before we start the job. If we are unable to reach the customer by phone we will either work up to the allocation of time purchased or not clean the home. We will never charge you more for your cleaning without your permission. If additional time is repeatedly needed, we would need to discuss a change in your regular fee.

## **Quality Control and Inspections**

**Audits and Inspections:** It's Maid Day randomly inspects and audits maid teams. The company inspector may inspect your home after a cleaning is completed and when the maids have left, or during the final phase of cleaning or during the entire cleaning.

**We need your feedback:** Getting customer feedback is an important ingredient to a successful maid service relationship. Please use the online Quality Scorecard to provide feedback on your cleaning experience. The scorecard is fast and simple and we would like your feedback after every cleaning. This feedback helps us monitor the performance of your maids and deliver the highest quality cleaning experience in the industry.

**Pictures of before and after work:** From time to time our Quality Inspection will include taking before and after photos of our maids work. These pictures are used for training, proof of our work performance and promotion of our high-quality standards. If you do not want pictures taken of work areas in your home, please notify It's Maid Day.

## **Safety and Work Conditions**

**Temperature Settings:** During summer months, many of our customers turn their air conditioning off or set them to higher temperatures during the day, while they are at work. On the day that your maids arrive, we ask that you set the thermostat to 72, so your maids can work in a safe environment without overheating.

For safety reasons, if our maids arrive to a home that is warm and the air conditioning is turned off or not reduced to safe levels, our maids are instructed to adjust the thermostat while they are in your home. They will return the temperature to the previous setting

before they leave. We still ask that you to let the air conditioning run on the day of your service because it can take several hours to cool a home to safe levels.

**Dogs and other Pets:** We love pets and all our cleaners are comfortable working around pets. During the set-up process of your cleaning, we discuss and document the best way to work around your pets. Please don't let your dog jump up on the staff members or "nuzzle" them, it can be intimidating. In the event of a dog bite, it must be reported to the authorities, and it is the responsibility of the home owner for all medical treatment. We care about your pets and we care about our employees. We want an environment which is pleasant and safe for both.

### **Non-solicitation of It's Maid Day employees**

When entering into an agreement for services with It's Maid Day you agree not to solicit for hire any staff member introduced to you by It's Maid Day for any cleaning services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. When hired, each maid signs an agreement barring them from performing any home-related service for any of our past or present customers. However, if you do wish to employ a staff member directly please discuss this matter with the owner of It's Maid Day. If you are found to have solicited one of our staff please be advised that our referral/training fee is \$3,500 per hired employee. Payment is due within 30 days from the date on the invoice. We consider our employees our most valuable asset and charge accordingly.

### **Privacy Statement**

It's Maid Day is committed to protecting the privacy of customers. We will not sell, exchange or otherwise distribute your personally identifiable information to outside parties.

### **This Agreement is Subject to Change**

Changes may occur to this agreement from time to time. Visit our website at [www.itsmaidday.com](http://www.itsmaidday.com) for updates.