

# **PRESTIGE CLEANING TERMS AND CONDITIONS**

## **Payments for Services and Refunds**

Prestige Cleaning Boise, LLC Terms and Conditions are provided as a guide of what is expected of our clients. Payment for cleaning services is due in full at the time of service unless other arrangements have been made through our website [www.prestigecleaningboise.com](http://www.prestigecleaningboise.com). A valid credit card/debit card must be on file in order to schedule services. We currently utilize Stripe to secure and process your credit card information. If you will be paying by check or cash on a regular basis, and no one is going to be home on the day of your scheduled cleaning service, payment must be left on the counter. If we arrive to clean and there is no payment, we will contact you immediately to discuss payments options. If you are not available, we will try and process the credit card number on file. If we are unable to contact you and are unable to charge the credit card on file, we will need to reschedule your appointment and you will be charged a cancellation fee of (\$75.00)

Prestige Cleaning Boise, LLC gladly accepts payment in the following forms: Cash, Personal Check, and Credit Cards. Please make checks out to Prestige Cleaning Boise, LLC. Should a check be returned, a (\$35.00) Returned Check Fee will be added to your account. Prestige Cleaning Boise does not except post-dated checks.

All initial, deep, one-time, move in/out and seasonal cleanings are based on a set rate. If the time needed to complete the job exceeds the set rate, there will be an additional charge of \$20/hour.

The set rates for allotted times are as followed:

General Cleaning – 4 staff hours

Detailed Cleaning – 8 staff hours

Extras – If you selected any ‘extras’, add an additional hour for each ‘extra’ to the general cleaning allotted time amount

Regular Clients- If paying by check or cash on a regular basis, please leave all payments for services on the kitchen counter. We pride ourselves in giving superior service to our clients. We go above and beyond to make sure you are completely satisfied with your cleaning service. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return to re-clean the area/areas you are dissatisfied with at no additional cost to you.

In the event a payment arrangement was made and an invoice was sent, Prestige Cleaning Boise, LLC may charge a late fee for any amounts which are not paid when due. The late fee will be 10% of the subtotal each month the invoice is not paid. Customers shall also be responsible for all costs of collection (including reasonable attorneys’ fees) to collect overdue amounts.

## **Skipped Cleanings and Cancellations**

As a general cleaning client, a part of what you pay for is a consistent spot on our schedule. Having a consistent spot insures that you receive a discounted rate. Any gaps in regular service MAY increase your rate if additional time is needed in order to bring your home back to maintenance level. A cancellation fee will also apply if you do not cancel at least 12 hours in advance or the night before. (See below)

If you need to cancel or reschedule your cleaning service, please give us at least 12 hours-notice. Please consider our scheduling/preparations and that we are reserving a time slot for your cleaning. A fee of \$45.00 will be applied to all accounts that are not canceled/rescheduled at least 12 hours before your scheduled cleaning day.

## **Valuables**

Should you decide that you would like us to clean items within curio cabinets or items of monetary/sentimental value, the following release of liability shall be in effect:

Client hereby releases Prestige Cleaning Boise, LLC from all liability arising out of cleaning these items. Client understands that he/she is completely responsible for repairing or replacing any damaged item or items even if Prestige Cleaning Boise, LLC may have caused the need for repair or replacement

## **Service Limitations**

- a). We do not climb higher than a 2-step ladder
- b). We cannot move furniture over 15 lbs but will try to reach a visible place with an extension duster
- c). If an area in the home is considered or has the potential to be considered a bio-hazard, that area will not be cleaned (emptying/cleaning cat litter boxes, human/animal excrement, etc).

It is to the client's advantage to have the home picked up as much as possible allowing us to be able to get to all areas so that we can optimize your cleaning. At Prestige Cleaning Boise, LLC, we provide light straightening of the areas that we clean. If such areas/surfaces are cluttered at the time of cleaning, your team will clean around those areas and you will be notified.

## **Entry to Homes**

Prestige Cleaning Boise, LLC has three different options to choose from so that your cleaners have entry into homes.

- 1). Client may opt to not give a key to the company and be home on their day of cleaning. Because we cannot give an exact time, the client must be home during their specific time frame to let the cleaners in/out of the home. If no one is home when the cleaners arrive, a cancellation fee of \$75.00 will be charged. (See fee above)
- 2). Client may provide the company with a key. In the event of termination of the cleaning agreement, keys will be returned to the client within 48 hours of the final cleaning. For your protection, keys will not be linked to any information pertaining to the client. Keys are kept in a secured area and are cross referenced in case of loss.
- 3). If a client chooses to leave their door unlocked, place the key under the mat, or leave their house key in an unsecured place for the cleaners to gain entry, the client releases Prestige

Cleaning Boise, LLC from all liability that arises from damage made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages that are caused before/after their scheduled cleaning team.

It is not necessary for the client to disarm their alarm system for their scheduled date of cleaning. If you would like, you may contact your alarm company and have a house cleaner code issued

## **Price Increases**

Prestige Cleaning Boise, LLC reserves the right to adjust client rates at any time. You will be notified 30 days prior to any price increases.

## **Employee Solicitation**

When entering into an agreement for services with Prestige Cleaning Boise, LLC, you agree not to solicit for hire any staff member introduced to you by Prestige Cleaning Boise, LLC for any home-related services. If you are found to have solicited one of our staff members, please be advised that our referral/ training fee is \$2,500 payable to Prestige Cleaning Boise, LLC immediately upon employing our staff for any services to your home/ business. Your maid(s) will also be immediately terminated.

## **Digital Media**

Occasionally we like to take before and after pictures of your home. Interior pictures will be for our reference only and will not be publicized without your consent. Interior images will be focused on the room and or damage we may find and will not be focused on personal property unless it is your personal property that was damaged and is required by our insurance to process a claim. If we wish to use pictures of the interior of your home, we will contact you directly before doing so. Exterior pictures of your home we would like to use for possible advertisement on such places like our website, Facebook, and so forth. If we decide to use any exterior images of your home, we may contact you as a courtesy but is not required. At no point will any image include images of any person living in the home. We do respect your right to privacy.