

WORK POLICY

SAFETY:

1) You are more than welcome to stay home while we clean. If you choose to do so, it is best to wait in a room or area other than the one being cleaned.

We kindly ask that you take precaution as there may be safety hazards (i.e., an extended vacuum cord, a freshly mopped floor and our work equipment).

*** Please carefully review and sign our *Hold Harmless Agreement* document. ***

2) According to our General Liability Insurance policy, we are not allowed to climb ladders taller than 3 feet.

WORK HOURS:

Our normal workdays are Monday through Thursday 8:30 a.m. to 4:00 p.m. We do work from a schedule and recommend the same time and weekday for your cleaning to create consistency and convenience for us both.

Initial Here: _____

SICK POLICY:

If you or other members of your household become sick with a contagious illness (i.e., COVID, the flu, a cold, pneumonia, chicken pox etc.) please call and reschedule your cleaning. Even though we disinfect your house, it is possible that we might transport germs to the next house or become sick ourselves. And to be fair to all our customers we prefer to wait until you are well again. On our end, we may call in sick as well to protect you and your family.

Initial Here: _____

RESCHEDULING:

Stuff is going to happen. At one point or another -- for whatever reason, one of us will need to reschedule our cleaning. Communication is key. Call, text, or email as soon as you know there is a conflict, and we'll do our best to reschedule your cleaning at the next earliest convenience. We will do the same.

Initial Here: _____

ALARM SYSTEMS & KEYS:

It is not necessary to be at home while we're there cleaning. Please provide us a copy of your house key or your garage code. If you have an alarm, make sure that we have the key code so that we can disarm the alarm when we arrive, and set it again when we leave.

Initial Here: _____

WORK POLICY

Miscellaneous Projects/Tasks:

Miscellaneous projects or tasks are welcome. Simply email or text me your request so that we may allot time for them into our regular work routine. In order to stay within the cleaning time frame, we must trade off or skip an area(s) of your house to accommodate the task. Let us know which room(s) you are trading off. Or you may choose to schedule those miscellaneous projects on a separate day with a minimum cleaning time requirement of 1.5 hours.

Below is a list of examples you may wish to opt for from time to time:

- Dusting or wiping of baseboards
- Windowsills
- Doors and door frames
- Dusting or wiping of blinds
- Complete wiping of exterior kitchen cabinets
- Cleaning of interior of oven
- Other

Initial Here: _____

SCHEDULE RESERVATION FEE (FOR SEASONAL RESIDENTS):

We are so grateful for your continued support even as you leave for the summer. If we (or your assigned cleaning team) have worked diligently enough to have earned your trust, and you wish to secure our services upon your return, we will send you an invoice with a Schedule Reservation Fee at the beginning of each month that you are away (\$25.00 for monthly customers, \$50.00 for bi-weekly customers).

Initial Here: _____

MAGNETS ON APPLIANCES:

We understand magnets can have sentimental value, especially if they have traveled from far away. If you would like for us to clean underneath the magnets, please remove them beforehand and place them in a secure area. We don't want to risk having your magnets get caught with our towels causing them to fall and break. Thank you for your understanding.

Initial Here: _____

PETS:

In consideration of your beloved pets, we ask that you find a comfortable location for them and if possible, they be kept in a crate while we are cleaning.

Initial Here: _____

SATISFACTION GUARANTEE:

We aim to please. If for any reason, at any time you are not 100% completely satisfied, please call us immediately at (877)776-7101 and we will do everything in our power to resolve your concerns or your money back.

Initial Here: _____



housecleaningprosaz@gmail.com
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PRO REWARDS PROGRAM:

TILE/GROUT CLEANING & SEALANT

After four House Cleaning Services, get a 25% discount for one Tile & Grout Cleaning service. In addition, a grout sealer will be applied unless you prefer to decline it. This sealant is formulated to protect your grout against oil and water-based stains.

Initial Here: _____

After the 12th house cleaning service, choose:

CARPET CLEANING

Get up to 400 square feet cleaned for free. If the carpeted surface surpasses 400 square feet, an estimate of the exceeding area(s) will be provided, which you may decide to pay for.

- Or Choose -

TILE/GROUT CLEANING

Get up to 120 square feet of tile/grout cleaned for free. If the tiled surface area surpasses 120 square feet, an estimate of the exceeding area(s) will be provided at a 25% discount, which you may decide to pay for.

Initial Here: _____

PAYMENT OPTIONS:

- 1) Paying with a credit/debit card is a safe, secure, and convenient method. It is also the preferred method as it leaves an electronic accounting trail for your records. For your convenience, you may leave a credit/debit card on file, and we will automatically charge the card by the end of the day. If you would like this option, please fill out the Card Authorization form.
- 2) Cash and checks are accepted.
- 3) You may make a payment online. We can e-mail you an invoice. Simply click "Pay Invoice" and enter your credit/debit card information. To pay with an electronic check you may enter your bank's routing and account numbers.
- 4) Mobile banking via Zelle: To ensure that your payment goes into the correct account, we ask that you add our business email (housecleaningprosaz@gmail.com) into your device's contact information. Once you are ready to select the payee, please choose our contact with our business email. Thank you.

Initial Here: _____

THANK YOU FOR YOUR BUSINESS!

KITCHEN

- Clean kitchen counters
- Clean stove tops
- Clean microwave oven
- All appliance exterior surfaces cleaned (please remove magnets)
- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors

DINING ROOM

- All appliance surfaces cleaned
- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors

OFFICE / STUDY

- Complete vacuuming in all carpeted areas
- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

MASTER BEDROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

FORMAL ROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

FAMILY ROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

BATHROOM

- Sanitation of showers and bathtubs
- Sanitation of sinks and vanities
- Mirrors cleaned
- Toilets cleaned
- Dust ceiling fans (as needed), furniture, pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors

MASTER BATHROOM

- Dust ceiling fans (as needed), furniture, pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Sanitation of showers and bathtubs
- Sanitation of sinks and vanities
- Mirrors cleaned
- Toilets cleaned
- Garbage removal
- Vacuum and mop floors

_____ BEDROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

_____ BATHROOM

- Sanitation of showers and bathtubs
- Sanitation of sinks and vanities
- Mirrors cleaned
- Floors vacuumed or mopped
- Toilets cleaned
- Garbage removal

_____ BEDROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

_____ BATHROOM

- Sanitation of showers and bathtubs
- Sanitation of sinks and vanities
- Mirrors cleaned
- Floors vacuumed or mopped
- Toilets cleaned
- Garbage removal

_____ BEDROOM

- Dust ceiling fans (as needed), pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

_____ BATHROOM

- Sanitation of showers and bathtubs
- Sanitation of sinks and vanities
- Mirrors cleaned
- Floors vacuumed or mopped
- Toilets cleaned
- Garbage removal

UPSTAIRS HALLWAY (IF APPLICABLE)

- Dust pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Vacuum and mop floors/vacuum carpet

FOYER

- Dust pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Floors vacuumed or mopped

DOWNSTAIRS HALLWAY (IF APPLICABLE)

- Dust pictures, lampshades, knick-knacks, furniture, light fixtures, and other décor
- Garbage removal
- Floors vacuumed or mopped



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NOTES:



I have carefully read this Policy and agree to the points stated and is effective as of the date written below.

By: _____

Date: _____

HOUSE

CLEANING PROS