



## RESIDENTIAL CLEANING

# TERMS OF SERVICE AGREEMENT

Below are our Service Policies, which are intended to ensure quality, safety, and consistency in our work. By using the Residential services of Trowery Family Cleaning Company, you agree to abide by the following policies and procedures:

**Privacy Policy** – We are committed to keeping your information confidential. We do not sell, rent, or lease our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will use your personal and billing information solely to provide the service for which you hire us.

**Satisfaction Guarantee** – If you are not content with your cleaning, notify us within 24 hours. We will come out and re-clean (within a 7-day window) for free.

**Security** – We take the security of your home very seriously, and work with each homeowner to establish a routine for entering and exiting. Current methods include, but are not limited to:

- Letting us in on the day of service if you will be home when we arrive
- Providing us with an extra key
- Providing us a lockbox, keypad, or garage code
- Leaving us a key under a mat or pot to use and return or leave in the house when finished

**Referrals** – Receive Bonuses and Discounts when you refer us! We love referrals and appreciate it when you tell friends and neighbors about our service. Thank you for your confidence in us!

**Payment** – Payment for service is due at the time of online booking by credit/debit card.

**Late Cancellation/Rescheduling** – Because we reserve a time especially for you, please make any schedule changes at least 48 business hours before service to avoid incurring a cancellation fee. If you wish to cancel or reschedule a cleaning appointment, at least 48 business hours' notice (excluding weekends and public holidays) is required. If a cleaning appointment is cancelled less than 48 hours in advance, or if the cleaning technician is unable to enter the house, the amount paid will be refunded less a 50% cancellation fee. We strictly adhere to this policy and appreciate your understanding.

Late schedule changes due to unexpected circumstances that are not under your control will be reviewed on a case-by-case basis, and we may ask for documentation.

During the winter season, in the event of inclement weather, Trowery Family Cleaning Company will follow the closing and delay decisions of Penn Hills School District. Please make sure that your driveway, parking lot, sidewalk and/or entrance is properly accessible to avoid cancellation/rescheduling fees.

**Electricity and Water Notice** – We cannot work effectively in a house without electricity or running water. Please ensure that your home – especially if it is empty and in the process of being sold/turned over – will have electricity and running water on the day of service. Late Cancellation/Rescheduling fees may apply if we need to make last-minute schedule changes due to lack of electricity or running water.

**Getting Ready for the Cleaning** – Please do not “clean” before we arrive, but do “pick-up” as much as possible; for example, clearing the floors of clothing and toys, clearing surfaces of small items such as pens, coins, important documents, etc. Please do not worry about countertop appliances and small pieces of furniture – we clean and move those items as we clean. This type of pick-up will allow us to focus more on a quality and detailed cleaning for you. Please set your A/C temperature to 68-72°F, especially during the summer months. We will not be able clean in houses that are too hot and pose a safety risk to our employees.

**The Setting** – The ideal cleaning situation is when no one is home. Since that is not always possible, please eliminate as many distractions as possible so that we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home. Please secure pets and keep children in another area as we are working with equipment and products that may not be safe for children.

**Trash Disposal** – We require that any trash we collect during cleaning be left in the garbage bin at the homeowner’s location. We cannot take trash with us.

**Quality Control** – Our quality control system consists of email requests for feedback after each visit. It is interactive and dependent upon your feedback and communication to function. We need your input on the overall experience and quality of service so that we may address issues that are important to you.

**Pets** – We love them! The last thing we want to do is upset your pets as we clean, and we will work with you to make the experience pleasant for all involved. The following are our policies regarding pets:

- Let us know ahead of time if there are any arrangements you have in place for your pets while we clean.
- For sanitary purposes, we do not clean up after sick pets or pet accidents.
- Please secure any pet that may be overwhelmed by our presence and/or pose a threat. Please secure any pet that is likely to try to run out the door and escape the residence. The obligation for control and care of all animals on the premises is on the customer. Trowery Family Cleaning Company cannot be held responsible for the escape or safety of pets.

**Products** – Our standard cleaning products are not considered eco-friendly or “green.” However, we will use green products that are plant-based and/or biodegradable upon customer request. All requests for green cleaning products must be made at least 24 hours in advance of the scheduled service.

**Breakage** – We hate it when breakage happens, and we do our absolute best to prevent it! The following is critical regarding our breakage policies:

- Sometimes breakage occurs when there are “boobytraps.” These are accidents waiting to happen (pictures not hung securely, top-heavy items with unstable bases, wobbly or tippy objects). Each incident is reviewed on a case-by-case basis. We cannot take responsibility for “boobytraps.” Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets, or clear wet bar shelves).
- Please move expensive figurines or glassware to a location we do not clean or have us skip that area completely if you do not wish to accept the risk.
- We will cover the cost of repair or replacement of items when breakage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection. Breakage must be reported within 15 days of discovery.

**Insurance** – Trowery Family Cleaning Company and all employees are covered by up to \$1 Million in General Liability and Property Damage Insurance. Fraudulent claims will be prosecuted to the full extent of the law.

## Special Policies and Service Limitations

1. Our residential cleaning technicians do not climb higher than the company's two-step ladder.
2. We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be as transparent and informative as possible, some things that we do not offer include, but are not limited to:

Disassembling light fixtures	Lifting or moving large fragile items
Disassembling seals on shower doors	Removing permanent stains from furniture, floors, cabinets, carpets, etc.
Disassembling furniture to clean it	Washing the walls
Disassembling any appliance (besides oven racks and fridge shelves)	Hand-scrubbing or steam cleaning floors
Lifting or moving heavy furniture (over 15 lbs.)	

3. We are not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. We reserve the right to refuse to clean (or immediately stop cleaning) if there are signs of the following problems (this is not an exhaustive list), and we must charge our lock-out fee of 50% of the scheduled cleaning:

Pest infestation – cockroach, bedbugs, fleas, etc.	Human waste, blood, and bodily fluids
Animal infestation – birds, mice, rats, bats, etc.	Hoarding
Excessive/Uncontrolled mold growth	Other hazardous situation

## Pricing Policies

**First-Time Service** – Based on the size of your home and any add-ons, your booking includes a maximum number of man-hours we will spend completing the work outlined in our service checklists. (The definition of man-hours is a unit of one hour's work by one person.) Some important details regarding our pricing:

- Please be as specific and honest as possible on your booking to ensure your cleaning is fit to your needs. The risk in dishonesty regarding your home's square footage is that the cleaning may only be partially completed, and our schedule may not allow us to stay longer.
- In order to verify accurate residential information, we will check the size and layout of your home against public records. We will contact you with any significant discrepancies, and pricing may be adjusted accordingly.
- In order to book our services online, we require payment via a credit or debit card.
- Because we do not perform a walk-through to verify the size and condition of the home before service, our pricing reflects assumptions of the level of cleanliness and the amount of time/effort required to clean.
- On the day of service, our cleaning technicians will perform a walkthrough before starting work. They will take note of any items or areas that need special care or specific instructions from you. We will then contact you if necessary, to ensure we are able to complete the job to a satisfactory level.

**Recurring Service** – Prices are fixed rates for recurring visits. We assume similar levels of organization and build-up during each visit. If there are changes to the amount of work involved or clutter to handle, we will contact you and reassess our prices as needed.

**Small Requests** – All small requests, add-ons, or swaps must be added to your appointment through the office to ensure that (1) we can provide the service you are requesting, and (2) our technicians are prepared with enough time and the right supplies to perform the request.

## Non-Solicitation Agreement

We value our employees and pour an enormous amount of time, energy, and expense into our screening, hiring, and training processes. Trowery Family Cleaning Company strives to have an employee turnover rate that is far lower than the national average. This Agreement helps safeguard our success at providing only the best staff to our deserving customers. Sadly, some people attempt to undercut our efforts and business by trying to “poach” our employees. It is for this reason that our customers and employees must agree to this Non-Solicitation Agreement. If breached, a fee of \$2,500 will be assessed. This helps to minimize the risk of unfair solicitation that undermines the good experience all our clients have come to expect. Please help us maintain our extraordinary service by not soliciting our employees for hire directly. By booking our residential services, you are agreeing to the following terms:

- Trowery Family Cleaning Company employees are not allowed to engage in a work-relationship directly with you for one full year after employment termination.
- You will be charged a \$2,500 finder’s fee if you hire a Cleaning Technician employed by Trowery Family Cleaning Company on an individual basis for private work.
- Solicitation of a Trowery Family Cleaning Company employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards as well as the \$2,500 fee. This does not preclude us from seeking other solicitation-related damages.