



www.busylivingcleaning.com  
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252-267-0229 NC Office



757-303-1887 VA

## POLICIES OF BUSY LIVING CLEANING COMPANY

- Service reliability is extremely important. We will often turn down business rather than disrupt a regularly scheduled customer. In exchange we must request that you give us a minimum of 48 hours advance notice (Monday clients must call before noon on the previous Friday), **IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON.** Our business number, 252-267-0229 NC OFFICE AND 757-303-1887 VA OFFICE, is available to you at all times. Failure to provide adequate notice will result in a \$30 late cancellation fee. If the team or cleaning tech arrives at your home and you forgot to leave the door open, leave a key or the team needs to leave without cleaning for any reason; you will be charged 50% of your regular cleaning cost, plus taxes. We need to be notified by email at least 48 hrs. In advance so there is no mis-understanding. We can't afford as a small business to handle these types of cancels. Our employees still have to be paid and this fee is necessary to cover their cost without the company coming out of pocket. Most (75%) of our customers do entrust us with a key to their home, a responsibility we take very seriously. Keys are only identified by a special code and are locked in the business safe when not in use.
- Busy Living Cleaning will be closed for business when severe weather conditions prevent safe driving conditions. We will call or email to try and re-schedule. Busy Living cleaning will be open for regular business during all national holidays except News Years day, Thanksgiving Day, and Christmas.
- Due to the time consuming and unpredictable nature of the cleaning business, an exact time of arrival can-not be offered. We can provide an AM or PM time slots for your convenience if needed. However, mornings are most requested so we have limited morning slots. We ask if possible that you provide us with an IN TIME and a MUST BE OUT TIME. Morning appointments can start depending on travel time at 8am. With PM slots, we are out by 5pm in most cases.
- Any returned check will result in a \$30 service charge. No exceptions.

- Should any member of your household require the use of syringes, please insure that they are disposed of safely. Any secure container like a coffee can be used to store used syringes and/or needles prior to final trash disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.
- We ask that you keep the house at a very cool temperature during the summer and winter. We cannot cool the house fast enough using your thermostat to be ready in time for us to clean immediately. We will have to leave the cleaning un-finished and result in 50% payment of our time lost. We are on a tight, well managed schedule that we must keep. Anything, below 70 degrees is workable while doing the labor. We also guarantee our employees safe smoke free work environment, please do not smoke in the home the day of the cleaning.
- Please be sure that any confidential documents or substances are put away before the cleaning team arrives. Our staff signs confidentiality agreements when hired but we are reminding the clients to keep some things private if they wish. Keep items in drawers, cabinets or desks because we never open these to clean. Also, in return we ask that you do not share your house cleaning fee and keep private among referrals of your neighbors. We are grateful of you passing on our name but this causes issues when we “grade” the referrals homes cleaning level needs when giving estimates. The house size, layout, number of people living in the home, pets, and more become a cost factor. No two homes are the same.
- **We know you will refer us to others often, but as a special treat, we offer a 25% off cleaning gift card to you when you refer a repeat weekly, every other week or monthly client to us after their 2<sup>nd</sup> cleaning. You may collect as many as you like. You may use the gift card anytime within one year during non-holiday time frames towards your maintenance cleaning. It may not be transferred to anyone and only used in your home.**
- We love dogs! We have family members that are dogs and our staff loves dogs too. However, please crate your dogs if aggressive in any way for our safety. If they slow our team down this may result in extra cost. Our cleaners have a schedule to follow. The cleaners are not responsible for them. We are not responsible for any injuries your pets could cause to our cleaners so please prevent this from possibly happening to one of our staff members. Our staff does not provide cleanup of animal waste or alike.
- Any necessary adjustments with repeat client services must be reported to our office within 24 hours of the cleaning date for resolution by one of our cleaning staff members. We ask that you give us 30 days to fix any quality issues with in your service needs. We expect high quality cleaning from our cleaning techs and we are happy to fix any quality issue. This is why we train our employees with C.O.R.E training methods. If we are not notified with-in a 24 hour window after your cleaning, it would be hard to convey to the cleaning techs the issue without them feeling the possibility that the area was not re-dirtied by the family living in the home.
- Breakage or damage, at Busy Living Cleaning we take great care when cleaning your home, but occasionally accidents do happen. If you notice any breakage please notify us immediately so that we may take appropriate action. We do not wet wipe TVs or Monitors due to labiality risks. If we are asked to use the clients vacuum, we are not held reliable for repairs for any reason. If an item of any kind seems un-stable we will skip cleaning such item. While we make every effort not to break or damage items, accidents do happen but are rare. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. Busy Living cleaning must be notified within 24 hours of service if damage is discovered. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. We reserve the option of repair or replacement before a monetary settlement. Busy Living Cleaning is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home (normal wear and tear that comes with age and use). Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpet etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm. Busy Living Cleaning takes responsibility for breakage or damage caused by our staff, not to exceed \$500.00, or your homeowner’s insurance policy deductible.
- Credit cards for payments: Visa, MasterCard and Discover. Checks are written out to “Busy Living Cleaning” and are placed in an envelope with our company name (BLC) on it. Any move out cleanings, we hold a deposit and payment by credit cards only. **Any cleaning’s over \$175.00 must be pre-authorized on a debit/credit card with-in 48 hours in advance. No exceptions. Payment is due at the time services are rendered.**

- Tips are not required but it is quite acceptable if you wish to leave a tip for them because you are happy with their service. They appreciate this vote of satisfaction. Most client's paperclip it to the envelope. Second hand donated items gifted to your cleaner, please call or email and we are happy to help.
- We are happy to help take away bagged items when needed, placed by the front door and clearly labeled "Take away-Salvation Army" for those that are very busy or unable to do so. However, we do not haul off any bags of trash.



- Policy on encumbrments in your home, example like a desk piled high with paper work and items. This does have a huge impact on our cleaning efficiency and quality so the rule we teach our cleaners is if you have less than six items on the surface we will clean both the items and the surface with a microfiber cloth and the appropriate cleaner. If however, there are more than six items on the surface we will only feather dust around the items and surface; which will still remove any dust. Items that prevent us from cleaning bedroom floors for example; such as toys or clothes, the cleaning techs are trained to make the bed and then place items on the bed to vacuum floors or place in a corner of the room. If this task takes more than 2 mins. Per room they are trained to clean around or skip that area. We advise clients to tidy up clutter before cleaning day. We are there to clean and are not professionally trained in organizing. If the house takes longer to clean due to clutter, we reserve the right to charge a premium upgrade package that includes picking up etc. for a much higher fee.
- We value our employees, for whom we have invested a considerable amount of time and money in training and other ways. By the execution of this agreement, you agree not to solicit or hire away any of our employees for any services related to our cleaning business. By the agreement and hire away or solicit our employees for services similar to our services, you will pay liquidated damages to Busy Living Cleaning the sum of \$4,200 as liquidated damages. We go to great effort and expense to market our customers, as our clients, we ask that you agree not to solicit for, or hire any of current or past personnel to work on an individual basis for a one year period after the last cleaning provided by our service for home, office or any referrals.
- Fairly priced maid services are priced higher for a reason. We pay to perform intensive background checks, pay proper taxes, supply high-end professional products, conduct proper training for their staff, office overhead expense and carry the proper insurance. These cost lots of money, but they also give more value in the end. *We look for great people that are focused on customer service and exemplify our **CORE VALUES**. We have an extensive screening process that includes:*
  - **Application Review**
  - **Initial Phone Interview**
  - **Interview**
  - **Social Security Trace & Employment Eligibility Verification**
  - **Federal Criminal Database Search**
  - **Local County Criminal Check**
  - **Professional & Personal Reference Check**
  - **Employment History Verification**
  - **Motor Vehicle Record Check**
  - **10 Panel Drug Screening**

**Once we have a great new hire selected, they go through an extensive in house training program.**

- Clients are not permitted to contact or retain the employees contact information or employee's to have clients contacts at any time during or after employees employment of one year. Such as phone numbers, email or any social media like Facebook are not permitted.
- Busy Living Cleaning reserves the right to reevaluate rates at any time based on the amount of time it is taking to perform our services in order to meet our client's standards. We monitor the actual cleaning time for the initial 2-3 months of service and occasionally thereafter. Busy Living Cleaning will contact the client to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.  
ADD-ONS and TRADES: Anything outside of our agreed scope of work, including the cleaning of rooms not originally included in the bid, are considered add-ons and additional fees apply. Trades are at the discretion of the office. All add-ons and trades must be processed through the office, and not through the employees of Busy Living Cleaning. Employees are not authorized to deviate from the work order without prior approval from management.
- One of the added features of our service that is unique to our company is the, additional free offering of one **periodic task** at each visit for repeat cleans. Please look for the enclosed *Customer Data Sheet* and be sure to fill out the section on periodic tasks and return it to us. This extra offering is for weekly and every other week clients only. The periodic tasks are available for a small additional charge to those customers using us less frequently. After the 1<sup>st</sup> clean, one task is completed in the order client listed.

Repeat cleaning rates, first clean rate if and when waived must be only for those who intend on using our services for more than 8 cleanings. If you cancel service before at least 8 cleanings are completed then you will be billed for any extra billing hours spent during the 1<sup>st</sup> initial cleaning. Loss of clients employment or illness is understandable and at owners discretion. After the 8th cleaning either party may terminate for any reason with a 48 hour notice by email or phone. Note: 1<sup>st</sup> time clean fees are based on an estimate only, if cleaning tasks are considered heavy, extreme cleaning or surface re-storing type cleaning conditions by Busy Living Cleaning, we will charge the full hourly rates (\$40 per hour) to clean. We also reserve the right to decline any job for any reason.

\_\_\_\_\_ Initial

- One Time, deep cleaning or Hourly only based services, for hourly jobs, we charge from the time we arrive on the job, 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. Busy Living Cleaning reserves the right to reevaluate rates at any time based on the time it is taking to perform our service to meet the Client's standards. For hourly cleanings, the cleaners work from a written list of priorities provided by the client and get as much done as possible. We encourage our clients to overbook rather than under book the number of hours for a first time or occasional cleaning. There is no risk in overbooking because we only charge for the amount of time it takes to do the cleaning. The risk in under booking is that the cleaning may only be partially completed, which can be disappointing. Please be as specific as possible on your priority list to ensure your cleaning is fit to your needs. Hourly jobs are based on a flat \$40 per hour per worker. Plus taxes. Payment is due same day of service. In some cases only credit cards are taken for payment if it's a move-out cleaning. All one time or hourly jobs have deposits taken at the time of booking. This fee is NOT refundable if cleaning is canceled or moved.

**As a client of Busy Living Cleaning; I have read this fully and in an agreement of this policy in its entirety.**

**CLIENT SIGN** \_\_\_\_\_

**PRINT** \_\_\_\_\_

**DATE** \_\_\_\_\_



**BUSY LIVING CLEANING**

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