

Terms and Conditions

All policies and terms, including 50% deposit being made, must be agreed upon and signed prior to your cleaning appointment being booked and held for you.

Name _____ Initial Top To Bottom Deluxe Cleaning Date _____

Address _____

Name of Development/Apartment Bldg. _____ Apartment # _____

City _____ State _____ Zip Code _____

Cell Phone _____ Home Phone _____ Work Phone _____

Email _____

2nd Homeowner/Resident –2nd contact is for sending ETA & other notifications or emergencies.

Name _____

Cell Phone _____ Home Phone _____ Work Phone _____

Email _____

1x Only / Maintenance Initial Cleaning List: ___Foyer ___Bedrooms ___Baths
___Living Rm ___Dining Rm ___Family Rm ___Kitchen ___Basement ___Laundry Rm/Closet
___Other Rooms _____

___ Inside Only Windows ___Inside/Outside Windows ___Bay/Bow Windows

___2-Panel Slider Doors (Inside/Outside) ___4-Panel Slider Doors (Inside/Outside)

___2-Panel French Doors ___1 Panel French Doors

___Inside Self Clean Oven ___Inside Oven (EZ Off) ___Inside Refrigerator ___Inside Freezer

___Inside Kitchen Cabinets ___Inside Bath Cabinets

___Inside other Cab/Closets _____ Beds Made

___Hand Wash Blinds/Shutters ___ Feather Dust Blinds/Shutters

___Hand Wash Woodwork ___ Feather Dust Woodwork ___Hand Wash Ceiling Fans

___ Feather Dust Ceiling Fans

Other _____

Maintenance Cleanings List: ___Foyer ___Bedrooms ___Bathrooms ___Living Rm ___Dining Rm
___Family Rm ___Kitchen ___Basement ___Laundry Rm/Closet
___Other Rooms _____

___ Inside Only Windows ___Inside/Outside Windows ___Bay/Bow Windows

___2-Panel Slider Doors (Inside/Outside) ___4-Panel Slider Doors (Inside/Outside)

___2-Panel French Doors ___1 Panel French Doors

___Inside Self Clean Oven ___Inside Oven (EZ Off) ___Inside Refrigerator ___Inside Freezer

___Inside Kitchen Cabinets ___Inside Bath Cabinets

___Inside other Cab/Closets _____ Beds Made

___Hand Wash Blinds/Shutters ___ Feather Dust Blinds/Shutters

___Hand Wash Woodwork ___ Feather Dust Woodwork ___Hand Wash Ceiling Fans

___ Feather Dust Ceiling Fans

Other _____

***Work added by the client during the cleaning will be added to your final invoice. Initial _____**

Whenever your House Cleaning Technician finds that there is work that will take more than normal effort that was not be seen during the tour of your home you will receive a phone call to discuss this. For example: tacky/sticky kitchen cabinets, tiles or stove hood. This is something that cannot be seen. If you know about something that will take longer, please let us know if advance so we can plan for it. Moving furniture or clearing out clutter after a tour will reveal dirt that we did not see during the tour. This type of added work will cost more money. If this occurs, we will call you to let you know how much more money this will cost. Signature _____

Access to Your Home

Entry to homes must be available *upon arrival of your cleaning technician.*

We are a keyless company and we do not store or carry your keys.

I will be home for all cleanings.

I will provide a lock box. Lock Box Code _____

Garage Door Code _____

Other _____

Alarm Code _____

Alarm Instructions _____

Helpful Details About Your Home (Details that will be helpful to your Cleaning Technician)

Areas/items with previous damage (blinds, statues, unstable furniture, etc. Doors that are difficult to open; Plumbing/Electrical-Lighting issues; Sensitive/tricky items that we have to turn on and off; Names of others (caretakers/children/pets) who may be home during cleanings.

Details about your home

- **Areas in your home that needs extra attention** - i.e. showers with a lot of soap scum or mildew, very dusty woodwork or blinds, greasy stove/backsplash, etc.
- **Areas that just will not come clean** - ie, mildew permeated into caulking in a bathroom, any areas in your kitchen, ie, backsplash, marks on your floor that won't come clean, areas that are stained, etc.
- **Areas of a home that just should not be cleaned or touched at all** - i.e.. certain bedrooms, children's rooms, messy, cluttered rooms, basement, office. _____
- **Dishes are not a routine part of cleanings** – Executive Maids does not clean dishes. **Initials** _____
- **Cluttered areas** - If an area is cluttered, we will not organize or clean it unless it is specifically discussed prior to the cleaning so that we can allow for extra time to do this. **Initials** _____
- **Bed making** – *We need to know in advance of the cleanings if you need beds made and how many.* Clean sheets need to be set on the beds to be made and the beds need to be stripped of soiled sheets. **Beds are made at the cost of \$15 per bed. # Beds** _____ **Initials** _____

Price Quotes

Initial House Cleaning Quote	\$ _____	Initials _____
Weekly Perfect Maintenance House Cleaning Quote	\$ _____	Initials _____
Bi-Weekly Perfect Maintenance House Cleaning Quote	\$ _____	Initials _____
Monthly Perfect Maintenance House Cleaning Quote	\$ _____	Initials _____
Deposit Due to Reserve your Initial House Cleaning	\$ _____	Initials _____

***Prices do not include State Sales Tax or Gratuities for House Cleaning Technicians**
***Changes to original work requested will change these price quotes and should be discussed prior to cleanings.**

Payment Options

For your convenience we accept *all major credit cards*. *A separate agreement will be sent for your credit card authorization.*

Gratuities for Cleaning Technicians

Cleaners will not accept cash gratuities. Cash carries germs from millions of people. Due to Coronavirus, no cash tips will be accepted. **All tips need to be added to the invoice. Initials _____**

This policy is for the safety and protection of our Cleaning Technicians. **Advise Executive Maids of the amount of one time and routinely given gratuities before the end of cleanings.** *Feel free to mention or leave a note for your cleaning technician that you have added a gratuity in appreciation for her cleaning services. All gratuities are paid to cleaners in their weekly paychecks. They are given reports weekly showing all gratuities paid to them by their clients. Initials _____*

Fines and Court Fees

Late fees for non-payment will be assessed at 10% every 30 days past service date that fees are not paid.

If it becomes necessary to seek payment through the court system, in addition to seeking all fees due Executive Maids, we will seek the labor cost for any and all employees needed for testimony as well as court costs and lawyer fees.

Zoom Inspections

When your House Cleaning Technician is finished cleaning, we will do a Zoom Inspections of all First Time Cleanings. We then do random inspections of your Biweekly Maintenance Cleanings.

Guarantee of Superior House Cleaning Services

We are committed to providing superior service. Executive Maids offers a 100% Satisfaction Guarantee. If you are not completely satisfied, contact us within 24 hours and we will remedy the situation. Should an offer for reclean be turned down, it will be assumed that the client is satisfied.

No refunds are available. Initials _____

Cancellation Policies

We require a minimum of 48 hours cancellation notice (holidays and weekends included) for all cleanings. If you need to cancel or would like to reschedule your appointment, please phone, text and email the office.

Initials _____

Cancellations made the day of the cleaning will be charged at full price. The full cleaning fee will be billed on the day of cleaning if the cleaner is unable to clean due to last minute cancellation, lack of access or being turned away upon arrival. **Signature** _____

A credit for a future booking may be offered on a case-by-case basis if cancelled.

Cancellation of Agreement or Regularly Scheduled Maintenance Cleaning Services

If you would like to cease receiving service temporarily, long-term, or permanently we request 2 weeks' notice. Less than two weeks' notice will result in full billing for cleanings regularly scheduled house cleanings. **Signature** _____

Annual Price Increase

Maintenance Cleanings will increase by \$10 per cleaning annually. **Initials** _____

Pricing Changes

We reserve the right to change the pricing, including quotes, or discounts and/or correct errors on our online pricing and promotions or if we see that your home's circumstances are not typical or if not as described during initial intake or have changed drastically since the Zoom Tour, or if the incorrect booking options have been selected. We also reserve the right to correct typos and errors on our ads. **Initials** _____

Non-Hire Policy

Clients may not hire the cleaning techs directly. Executive Maids cleaners and staff are under a non-compete agreement. They may not work directly for the client for one-year post-termination from the company. A finder's fee of \$2500 per cleaner will be charged to the client per event if these rules are by-passed.

Initials _____

Pet Policies

All pets must be secured while we are cleaning your home. Pets may roam freely if both you and the Cleaning Technician are comfortable with your pet being free in the home. Cleaners are not able to let the animals out or bring them in. **Cleaning up pet waste or changing litter boxes fall outside our scope of cleaning services.**

Initials _____

Moving Furniture

We will move light weight furniture, less than 20 lbs. If you want heavier furniture moved and cleaned under, it must be moved prior to the House Cleaning Technician starting to work in the room that the furniture is in. It cannot be moved after she has finished. Your House Cleaning Technician cannot put the furniture back when the area has been cleaned. **Initials** _____

Moving Collections

If you have collections, ie. A collection of figurines, crystal, ceramic, or other breakables, we cannot move it to clean unless an agreement is made between the client and Executive Maids in advance of cleanings. We do not go into china cabinets, curios, or other furniture that displays collections. If you want that piece of furniture cleaned, please remove the breakables so that we can clean. You will be responsible for placing the breakables back into that piece of furniture. **Initials** _____

Answering Doors

Our House Cleaning Technicians will not answer your door or let anyone into your home. **Initials** _____

Breakage

If breakage happens and Executive Maids caused the damage, we will need to view the breakage/damage before coming to an agreement to remedy the issue Executive Maids will then repair, replace or make financial restitution, only if Executive Maids is solely responsible for the damage. Pre-existing conditions will release Executive Maids from responsibility. **Initials**_____

Executive Maids' Cleaning Products

We bring professional cleaning products including hospital strength disinfectant. All our cleaning cloths are cotton and microfiber. Cleaning pads and products are non-abrasive and non-scratch.

Bleach – We do not carry it, nor will we use your bleach. If you want a bleach product to be used, we require you to spray it prior to our arrival. We bring the elbow grease. Initials_____

Your cleaning products

Some clients want their products used, ie. special floor cleaners or bathroom products. We will be glad to use your cleaning products upon request. Instructions for use are required.

___ I would like the following products used. ___ I prefer Executive Maids cleaning products

Name of Product _____ Purpose _____ Location _____

Name of Product _____ Purpose _____ Location _____

Name of Product _____ Purpose _____ Location _____

Vacuums

Clients must provide vacuums that vacuum carpets, stairs, floors and furniture. Check your vacuums prior to cleanings. Please make sure it has good suction and that it is not clogged. Also be sure the vacuum propels.

I have one vacuum that vacuums carpeting, stairs, floors and furniture.

Location of Vacuum _____

I have two vacuums (one for carpeting; 1 for stairs, floors and furniture.

Location of Vacuum 1 _____ Location of Vacuum 2 _____

IF YOUR VACUUM DOES NOT WORK, YOUR HOME WILL NOT BE VACUUMED. Initials_____

Toilet Brushes

Toilet bowl brushes should be provided in each bathroom. *Without this, the toilet bowls will not be cleaned.*

Initials_____

Confidentiality and Security policy

The safety of our clients and cleaners is paramount at Executive Maids. We maintain a strict policy regarding the privacy of our clients. We guarantee discretion and do not share information (including but not limited to e-mail, addresses, telephone numbers, and profiles). Providing professional cleaning in the Philadelphia metro area, we do not allow anyone into the residence without explicit direction from our client. We also ask that you inform the office of expected service and delivery persons or if someone will be in the home working or visiting upon cleaners' arrival. Please advise of anything in the home that is not working properly (glass shower door falls off hinges when opened, hot water faucet is reversed with cold water, exposed wiring, a picture frame is already broken and should not be moved, etc.)

Office Hours

Our standard office hours are Monday to Friday 8 a.m. – 4 p.m. We may be contacted by email or voice mail after hours.

Privacy Policy

What information do we collect? We collect information from you when you register on our site, place an order, subscribe to our newsletter or fill out a form.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

To personalize your experience – your information helps us to better respond to your individual needs.

We use the information to improve customer service.

Your information helps us to more effectively respond to your customer service requests and support needs.

We also use it to process transactions. Your information will not be sold, exchanged, transferred, or given to any other company for any reason.

Contacting Us

If there are any questions regarding this any of our policies, you may contact us at:

215-690-4000 OR

customerservice@executivemaids.com

I agree to all Terms and Conditions of Executive Maids in this document.

Client Signature _____ **Date** _____

Executive Maids Signature _____ **Date** _____