

## Terms and Conditions – Executive Maids

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

### Keys and Codes

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. You may install a lock box on a door, wall or fence with working keys in it. All lockboxes installed in the backyard should be accessible to the cleaners via an unlocked gate. Using garage or lock codes, unique to Executive Maids are also acceptable.

### Estimates

In an effort to give you a good estimate, we need you to give us as much information about your home as possible. Some things that should be discussed are:

- **Areas in your home that needs extra attention** - ie 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** - ie. certain bedrooms, children's rooms, messy, cluttered rooms, basement, office.
- **Dishes are not a routine part of cleanings** - Some clients want dishes cleaned/scrubbed by hand or put in the dishwasher while others do not want their dishes cleaned. We need to know your preference so that we can allow for extra time for doing dishes.
- **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.
- **Bed making** – We need to know in advance 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.

### Condition of Home

If home is not in the condition described to Executive Maids during initial consultation, the estimate will be void and a new estimate will be given.

### Pricing

Initial cleanings, one-time cleanings, periodic cleanings are all charged hourly at the rate of \$50/hour per cleaning technician. Our minimum for all jobs is \$150, even if it takes less than 3 hours. Set prices are determined for maintenance cleanings after the third cleaning. It generally takes 2-3 cleanings to be able to determine how long it should take on a regular basis (weekly, bi-weekly and monthly.) *Estimates* will be given based on information discussed during phone intake/video walk through.

### Time Limits

If you choose to put a time limit on a cleaning, even though you have been given an estimate of how long the cleaning will take, you must advise Executive Maids when signing. A written priority list will be needed so that your Cleaning Technician cleans what is important to you. When you put a limit on a cleaning a full cleaning is not guaranteed.

**Calculation of Hours.** Per hour means labor hour. 3 hours = 3 hours for 1 cleaner or 1.5 hours for 2 cleaners. Most jobs are cleaned by one cleaning technician. Any job over 5 hours may be assigned 2 cleaning technicians.

### **Payment Options**

We are cashless and only accept payments and gratuities for your cleaners from Zelle, Venmo, PayPal and credit cards. The credit card info must be completed online in order for our system to register your order and confirm the appointment. If you pay by PayPal, Debit Card or Credit Card 3.5% is added to your invoice to cover credit card processing fees.

First-time clients are required to hold an appointment with a Zelle/Venmo or credit card payment. *We will charge 50% upfront on the day of the booking as a non-refundable deposit.* Once the service is completed, the balance will be charged and the customer understands and agrees that they have an obligation to ensure payment for services rendered.

Cancellations made the day of the cleaning will be charged at full price.

Flash sales and Impress My Guests sale will be charged in full the day of the booking, and is non refundable.

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

By giving us your Credit Card number for use, you are authorizing us to charge your card for scheduled services and or fines as listed in the Terms and Conditions and Rate Confirmation document.

### **Gratuities for Cleaning Technicians**

All tips need to be added to the invoice. Due to Corona Virus, no cash tips will be accepted. This policy is for the safety and protection of our Cleaning Technicians. Advise 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.

**Before and After Pictures** – Our Cleaning Technicians take Before and After pics of all First Time Cleanings. These pictures are for verification of the excellent work done by your cleaning technician.

### **Guarantee of Service**

We are committed to providing superior service. **Executive Maids** offers a 100% Satisfaction Guarantee. If you are not completely satisfied, contact us immediately or 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.**

### **Cancellation policy**

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

### **Cancellation fees will be billed as follows:**

Full minimum cleaning fee will be billed on the day of cleaning if the cleaner is unable to gain access to the establishment or home, if the key has not been left with the doorman, locks changed and new key not left or agreed upon location if the post-renovation contractor or other contracting crew have not completed work according to schedule and our cleaning crew is on site. A charge of 50% of service will be charged if the 48-hour cancellation policy is not honored (\$50 minimum). Excessive cancellations with less than 48 hours' notice

are subject to cessation of services. We understand that emergencies arise and reserve the right to deal with them on a case by case basis. Please note: If the frequency of scheduled cleaning changes or is reduced (eg. weekly will become monthly only) fee charged will also be adjusted.

The full amount will be charged if cancellation is made on the day of service. No taxes will be collected on the cancellation fee. Should the booking be made within 48 hours of the first cleaning date a minimum of 4 hours plus tax will be charged. The balance of the number of hours serviced will be charged after the completion of service. **The number of hours needed is an estimate only.** The actual number of hours needed can be determined once the service begins. You may choose to have us discontinue service at the predetermined estimated hours or you may contact us to continue service at an added per hour cost.

### **Special Promotions**

Holiday and Seasonal and Flash Sale packages are priced with "Up to" for a block of hours. Should the job take less than the stipulated time, no refunds shall be issued. A list of priority tasks may be issued to the cleaner upon arrival.

### **Annual Price Increase**

Cleanings will increase by \$10 per cleaning annually.

### **Pricing Changes**

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

### **Non-Hire Policy**

Clients may not hire the cleaning techs directly. Executive Maids cleaners and staff are under a non-compete clause. 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.

### **Pet Policy**

All pets must be secured while we are cleaning your 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.

### **Moving Furniture**

We will move light weight furniture, less than 20 lbs. If you need heavier furniture moved to clean behind or under it, someone needs to move it out and put it back in place.

### **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.

### **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.

### **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.*

### **Your cleaning products**

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

### **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.*

### **Toilet Brushes**

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

### **Cancellation of agreement or service**

If you would like to cease receiving service temporarily, long-term or permanently we request 2 weeks' notice.

### **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, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

We use it to send periodic emails – the email address/es you provide for order processing may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

**How do we protect your information?**

We implement a variety of security measures to maintain the safety of your personal information when you place an order.

**Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

**Consent**

By using our site, you consent to our online privacy policy.

Changes to our Privacy Policy, if we decide to change our privacy policy, we will post those changes on this page, and/or send an email notifying you of any changes.

**Contacting Us**

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

215-690-4000

[customerservice@executivemaids.com](mailto:customerservice@executivemaids.com)