

Terms and Conditions – Executive Maids

All policies and terms, including 50% 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.

Quotes

In an effort to give you an accurate quote, 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. **Beds are made at the cost of \$15 per bed.**

Condition of Home

If home is not in the condition described to Executive Maids during initial consultation, or if it has changed drastically since the Zoom Tour, the quoted price will be void and a new quote will be given.

Pricing

Initial cleanings, one-time cleanings, periodic cleanings are all charged based on the square footage of your home and the work that is needed to clean your home. This is based on the information you gave us as well as the ZOOM Tour we did with you.

Time Limits

If you choose to put a dollar amount limit on a cleaning, even though you have been given a price quote for a full cleaning, you must advise Executive Maids prior to booking your house cleaning. 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.

Payment Options

The accepted forms of payments for our fees and gratuities for your cleaning technicians are 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. There are no processing fees for Venmo or Zelle.

First-time clients are required to pay a 50% nonrefundable deposit to hold their before we will schedule the appointment. Once the service has been 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.

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 Coronavirus, **NO CASH TIPS CAN 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.

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 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. 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 (ie. weekly will become monthly only) fee charged will also be adjusted.

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

Perfect Maintenance Cleanings will increase by \$10 per cleaning annually.

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.

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 nonabrasive 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