



*Thank you for hiring Executive Maids. We truly appreciate your business. We appreciate your trust in allowing us to care for your home!*

**Our policies are designed to clarify expectations and help minimize risks.**

*Feel free to reach out with any questions or concerns because we are here to help you!*

## Terms of Service

### Mission Statement

**At Executive Maids, our primary aim is to make a difference in people's lives. We are dedicated to empowering our Cleaning Professionals by helping them achieve their goals through sustainable income opportunities. Simultaneously, we strive to enrich the lives of our clients by delivering consistently professional, reliable, and impeccable cleaning services.**

### Core Values

**Reliability:** Count on us for consistent, dependable cleaning services every time.

**Consistency:** Expect top-notch quality and attention to detail with every visit.

**Service:** We go above and beyond to ensure your satisfaction and leave your space sparkling clean.

**Integrity:** Trust in our honesty, transparency, and ethical standards.

**Fair Pricing:** Get outstanding value without sacrificing quality.

**Helpful:** We're here to make your life easier and your space healthier.

**Personality:** Our friendly team brings warmth and positivity to every cleaning session.

*With these values guiding us, Executive Maids provides you with an exceptional cleaning experience that's efficient, reliable, and tailored to your needs.*

### Service Areas

We clean homes within 15 miles of: Philadelphia, PA 19111 & Boynton Beach, FL 33436

### Cleaning Packages

**Top to Bottom Deluxe VIP Cleaning Package** - Click the link to view all that is included in our Most Popular and in depth initial cleaning package.

**Basic General Initial Cleaning Package** - Click the link to view all that is included in this package. It is meant for homes that have been cleaned within the last month. *If it has been longer, then your home needs a **Top to Bottom Deluxe VIP Cleaning**.*

**Perfect Maintenance Cleaning Package** - Click the link to view all that is included in this package. These cleanings are for clients who schedule recurring services on either a weekly, bi-weekly or monthly (4 week) cycle. These cleanings are to ensure that your home stays clean.

### Additional Services available with advance notice

In addition to our standard Cleaning Packages, **Add-On services, such as inside appliances, windows, slider doors, etc. are available but with advance notice. It must be requested at least (2) business day before scheduled cleaning.**

Contact us for pricing and scheduling add-on services. Or, you can schedule your add-on services on your online client portal at <https://executivemaids.maidcentral.com/>

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### Guarantee

**Happiness and Dependability Guarantee**

1. Our commitment to you is simple: happiness and dependability guaranteed. **If you're not completely satisfied with any aspect of our cleaning service, please reach out to us within 24 hours of your cleaning.**
2. We'll carefully assess the situation to ensure we understand your concerns, then promptly re-clean the problem area at absolutely no extra charge. This re-cleaning will be scheduled within two business days or following your initial service date.
3. If you're still not satisfied after our touch-up service, we'll arrange for another professional cleaning to ensure your complete happiness.
4. Please note that while we strive for your complete satisfaction, refunds are not available.

### Exclusive Perks for Valued Weekly & Bi-Weekly Customers

- 🎂 **Birthday Special Perk:** Enjoy a **FREE Refrigerator or Oven Cleaning** during the cleaning nearest to your birthday!
- 💕 **Anniversary Celebration Perk:** On the cleaning nearest to your anniversary of hiring Executive Maids, enjoy a **FREE Upgrade to a Deep Top to Bottom Deluxe VIP Cleaning!**
- 🎁 **Free Upgrade Bonus Perk:** *Every 8 weeks, get ready to be pampered with a complimentary Bonus Upgrade Service!*
- 💰 **Add-On Services Discount Perk:** Enjoy an amazing **10% discount on all Add-On Services throughout the year** such as oven cleaning, refrigerator cleaning, window cleaning and slider door cleaning, etc..

### Referral Bonuses for All Clients

- 💰 **One-Time Cleaning Referral Bonus:** You will receive **\$50 off** your next cleaning when Executive Maids cleans for your referral one time.
- 🆓 **Weekly or Bi-Weekly Referral Bonus:** Enjoy a **Free Cleaning** after Executive Maids cleans for your referral for three consecutive months on a weekly or bi-weekly basis.

### Pet policy. We love your fur babies!

1. However, Aggressive pets should be safely secured during cleaning sessions. For well-behaved pets, they're welcome to roam freely if both you and your Cleaning Professional feel comfortable. Please note, we're unable to handle tasks such as

letting pets outside or cleaning up pet waste or litter boxes as these are beyond the scope of our cleaning services.

### Working Around Other Contractors

1. At Executive Maids, the safety and efficiency of our Cleaning Professionals are our top priorities. Please understand that working alongside other contractors, especially painters and carpet cleaners, can present challenges and potential safety concerns.
2. We strongly prefer not to schedule cleaning appointments during times when other contractors are working in the home. However, if such circumstances arise and cleaning is unavoidable, we will do our best to accommodate the situation while prioritizing safety and quality of service.
3. ***If it's necessary for our Cleaning Professionals to clean while other contractors are working in the home, it's important to note that this will undoubtedly extend the cleaning time and incur additional costs. The presence of other contractors can significantly impact our ability to perform our cleaning tasks efficiently.***
4. Ultimately, our goal is to provide you with the best possible cleaning experience while ensuring the safety and well-being of our Cleaning Professionals. Thank you for your understanding and cooperation.

### Cleaning Products and Tools

1. We supply all essential cleaning products and tools, with the exception of toilet brushes, vacuums, and specialty cleaning items. We prefer to use yours so that there is no cross-contamination.
2. If you prefer to have us use your cleaning products, kindly provide specific instructions in advance.
3. Regarding bleach: We refrain from using bleach. If you wish to have bleach used, please apply it before your Cleaning Professional's arrival.
4. For hygiene reasons, we encourage the use of your vacuum and toilet brushes to prevent cross-contamination between households. If your vacuum is malfunctioning, your technician will use their backup vacuum. However, it's advisable to repair or replace your vacuum before your next cleaning appointment.

### Moving Collections

Regarding moving collections: We kindly ask that you make arrangements to relocate any delicate items such as figurines, crystal, ceramics, or other breakables before our cleaning service begins. It will be your responsibility to safely return these items to their

original places after cleaning. We prioritize the protection of your valuable and irreplaceable possessions and prefer to avoid any risk of damage during our service

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## Pricing and Payment Policies

1. **Fair Price Estimates** Our estimates are tailored to your home's size and your assessment of its cleanliness level. Typically, estimates range from the lower end to about \$150 higher, ensuring flexibility and accuracy in our pricing.
2. **Changes from Original Estimates** Estimates will be changed if your home size or circumstances are different than you originally described them to us, or if the package option chosen is inappropriate for your initial cleaning.
3. **Non-Refundable Deposit** To secure your first-time cleaning appointment, we kindly ask for a 50% non-refundable deposit. This deposit ensures your spot and will be retained in the event of a cancellation.
4. **Payment for Initial Cleaning** To schedule your first cleaning appointment, we'll bill your credit card for a 50% Non-Refundable Deposit. The remaining balance will be charged to your credit card upon completion of the initial cleaning.
5. **Payment for Follow Up Cleanings** To make things easy for you, payment is taken care of at the time of each cleaning, with your card being charged on the same day. If there's any issue with your credit card, we'll reach out promptly and kindly ask for resolution within three (3) business days. If payment isn't received within this timeframe, a late fee of \$10 per day will apply, and all scheduled services will be paused until payment is settled. Please keep in mind that pausing services might affect your reserved spot in the schedule.
6. **Gratuities** While gratuities are entirely optional, many of our clients choose to express their appreciation for our Cleaning Professionals' exceptional cleaning and customer service with a gratuity. The typical range falls between 10% to 20% of the cleaning price.
  - a. Gratuities are conveniently added to your invoice and paid by credit card, as preferred by our cleaners. Rest assured, all gratuities are included in your Cleaning Professional's weekly paycheck, ensuring they feel valued for their hard work and dedication.
1. **Rate Increases.** Rates may increase periodically. But advance notice will be given.

## Scheduling

1. **Cleaning Appointment Times:** We strive to accommodate your schedule by arranging cleanings at convenient times for both you and us. While we can't promise a specific Cleaning Professional or exact arrival time, we'll keep you informed via phone call, ext and/or email Appointment Reminder Notifications.

2. **Cleaning Appointment Reminder Notifications:** Feel free to customize your Appointment Reminder Notifications to suit your preferences, whether it's through phone calls, text messages, or emails. You can also adjust the frequency of these notifications according to what works best for you at <https://executivemaids.maidcentral.com/>

### Cancellations

1. When you feel the need to cancel your appointment, whether you are sick or out of town, etc, we kindly ask for at least **72 BUSINESS hours' notice**.
2. **Canceling between 72 and 24 business hours will result in a 50% charge of your cleaning fee, while cancellations**
3. **Canceling under 24 business hours will incur the full cleaning price.**
4. **But here's the fantastic part: you have the opportunity to be a hero by gifting your cleaning appointment to a family member, friend, or neighbor within our local service area (within 15-minute drive from your home, ensuring they receive the gift of a sparkling clean home! For those outside the area, we're happy to accommodate, although a small additional travel fee may apply to cover the cleaner's time.**

*This new option not only spares you from cancellation fees but also supports your loyal and dedicated cleaning professional, ensuring they have predictable and sustaining income.*

### Skipping Cleanings

1. While we understand that it may be necessary to reschedule an occasional appointment, the longer we go between cleanings, the more work our technicians will have to do to restore your home to the cleaning standard you are accustomed to. When this happens we will charge a skip fee to cover the extra time so that your cleaner is compensated for the extra time it takes to clean.
2. If your regular Recurring Cleaning frequency is WEEKLY and you skip 1 cleaning, you will be charged the BI-WEEKLY rate for your next cleaning.
3. If your Recurring Cleaning frequency is every BI-WEEKLY and you skip 1 cleaning, you will be charged the MONTHLY rate for the next cleaning.
4. If your Recurring Cleaning frequency is MONTHLY (every 28 days) and you skip 1 cleaning, you will be hourly at the next cleaning.
5. *Regardless of your regular schedule, if you skip two cleanings in a row, you will be hourly at the next scheduled cleaning.*

### Accidental Breakage Policy

**Our Cleaning Professionals take great care to protect your home and belongings, but occasional accidents can happen despite precautions.**

### **Reporting Breakage**

1. If a Cleaning Professional accidentally breaks something, they'll promptly report it to you and our team.
2. If you're not home during the incident, we'll call you to inform you of the breakage.

### **Reporting Unnoticed Breakage**

1. If you notice any breakage not reported by our team, please notify us within 3 days.
2. Contact us by phone, text or email.
3. Keep the broken item for inspection.

### **Professional Restoration Option**

1. In some cases, we may opt to pay for professional restoration instead of reimbursement.

### **Reimbursement Guidelines**

1. We'll assess each incident individually and reimburse up to \$100 per item with verifiable value if the breakage was caused by our employee.
2. Items valued over \$25 must be verified before replacement or reimbursement is authorized.

### **Exclusions**

1. We cannot accept responsibility for breakage caused by unstable or delicate items, or improperly placed objects.
2. Damage to older window blinds, which may become brittle over time, is not covered.

### **Precautionary Measures**

1. To minimize risks, please relocate fragile or expensive items to areas we do not clean.
2. Alternatively, you can request that we skip cleaning those specific areas if you prefer not to accept the risk of accidental damage.

## Creating a Safe Environment for Your Cleaning Professionals

1. Ensuring the safety of our Cleaning Professionals is paramount to us. To maintain a safe working environment, we kindly request the following:
2. Ensure that areas to be cleaned are clear of clutter or any hazardous conditions.
3. Maintain an indoor temperature that is conducive to safe working conditions.
4. During the hot weather seasons, it's essential to have air conditioning to keep the home cool and comfortable for our Cleaning Professionals to work safely and efficiently.
5. During cold weather, it's important that homes have adequate heating to ensure our Cleaning Professionals can work comfortably in a warm environment.
6. To our valued clients in Pennsylvania and New Jersey: Please remember to prioritize snow removal to keep walkways and driveways safe for our cleaners during snowy weather. Your attention to this ensures their safety as they work diligently to keep your spaces clean.
7. Answering Doors - When it comes to answering doors: Please be aware that our Cleaning Professionals will not respond to knocks or doorbell rings, nor will they open doors for visitors.
8. Additionally, they will not sign for any mail or packages. Your security and privacy are important to us, and we appreciate your understanding.

## Unfair Solicitation of Employees

1. We take great pride in our exceptional Cleaning Professionals and invest considerable time, resources, and effort in recruiting, hiring, and training the finest individuals.
2. Regrettably, we've encountered instances where former clients have attempted to recruit our employees privately, exploiting our hard work.
3. Our employment agreement prohibits employees from accepting private work for Executive Maids clients unless Executive Maids is compensated with a finder's fee of \$2,500.
4. We kindly request that you refrain from soliciting our employees for side jobs or direct hire outside of this agreement. Doing so puts our employees in an uncomfortable position and is unfair to our small business.
5. Any attempts to solicit an employee for private hire without paying the required finder's fee will result in the immediate termination of all future services.

**Our policies are designed to clarify expectations and help minimize risks.**

**Please do not hesitate to contact us if you have any questions about our policies because we are here to help you.**

**Warm Regards,**



**Dawn Zapf**

**Owner,**

**Executive Maids**

**Florida**

**Phone: 561-293-2700**

**Text: (561) 375-5525**

**Pennsylvania & New Jersey**

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