

Spring Cleaning Special Terms and Conditions:

COVID-19 SAFETY RULES:

IF you are present during your cleaning, we ask that you please keep a mask on in the presence of our cleaners. Our cleaners are required to wear a mask during the entire duration of your appointment.

1. Exclusive Sani-Services LLC will provide standard and deep cleaning services to residential homes/apartments based on an hourly rate, no matter the size of the home. The Spring Clean Out Special gives customers the option to purchase up to 6hrs worth of deep cleaning services for their home. The hourly packages include: 3 hours, 4 hours, 5 hours, and 6 hours, charged at a flat rate for each.
2. Additional Time: Per customers request and Exclusive Sani-Services approval, Exclusive Sani-Services will provide extended time at a flat rate of **\$25/hr with a maximum of 8 hours.**
3. Deposit: A refundable deposit of **\$10** is due at the time of booking in order to confirm your appointment with Exclusive Sani-Services LLC. The deposit will be applied towards your final payment amount. PLEASE REVIEW CANCELLATION POLICY FOR OUR REFUND TERMS.
4. For residential and commercial, unless otherwise noted we provide all of our own cleaning supplies and solutions, which are 100% non-toxic and eco-friendly green products. For their health and safety, cleaners are not authorized to use any products other than those we provide them. There are, however, certain things we ask you to provide:

Toilet brush. If you wish for us to clean your toilets, you **MUST** provide a toilet brush. It is unsanitary and risky for us to carry toilet brushes between clients'

homes. Without a toilet brush, Exclusive Sani-Services LLC will supply one, for an additional fee of **\$3.00** that will be added to the total amount of the invoice.

5. Pet Policy: All of our staff members are friendly and comfortable with friendly animals. However, you are fully responsible for the behavior, actions, or damages your pet may cause to our staff or equipment. We ask that you please keep them in a crate or separate room during our visit. To avoid the transfer of allergies/dander between clients, we ask that you **please provide your own pet-dander vacuum**.
6. The Client must allow the cleaner access to hot water and power.
7. Cleaners are forbidden to climb or stand on objects or ladders taller than a step stool (2.5 feet in height max). Step stools must be provided by the client, especially for move-in/move-out cleanings.
8. The following items are **NOT** included in our standard and deep cleaning service:
 - a. **Roofs, decks, patios, and unfinished basements**
 - b. **Items outside of "reasonable" reach:** This includes ceiling beams, tops of cabinets, high windows, unusually high ceilings, under large beds, etc. If it cannot be reached with an extended duster, we consider it out of reasonable reach. For safety reasons, cleaners CANNOT climb ladders or chairs to clean. But they CAN stand on a step stool (maximum height 2.5 feet) if you provide one for them to use. Any injuries sustained are the client's responsibility.
 - c. **Inside Refrigerator, Inside Oven, and Inside Kitchen Cabinets** – These items are add on services but can be specially requested before your cleaning. Please note that these items are always included in a *move-in/move-out cleaning* unless we're instructed otherwise.
 - d. **Inside of Closets** – Like the above, this is not included in our deep cleaning but is available on request, and always included in *move-in/move-out cleanings*.

- e. **Laundry or Folding/Organizing Piles of Clothes** – Unfortunately, laundry is not included in our services at this time.
 - f. **Dishes** – Our services do not include washing dishes. If we arrive at a home with a sink full of dirty dishes, we'll do our best to clean the sink around them, but depending on the severity of the dish pile, the sink may go uncleaned.
9. In case of a complaint, Exclusive Sani-Services requires to be notified within 24 hours after completion of the cleaning work.
10. Cancellation: We ask that you provide 24 hour notice via phone or email confirming your cancellation of services. Lockouts: If you aren't home to let us in, or a key is not left for us as planned, we will wait a maximum of 20 minutes to gain access to the property. The wait time will be added to your bill. If after 20 minutes access is not granted, it is considered a "lock out" or "day of cancellation" and the deposit will be non-refundable.
11. Payment Terms. Unless explicitly agreed prior to commencement of work, payment will be due in full upon completion of the work or services provided. Where an estimate has been provided, the full amount, less any payments already made, is payable.
- a. Payment Options: Our preferred method of payment is check, cash, or venmo payment at the time of service. On the same day of service, an invoice will be emailed so clients can pay via routing and account number similar to an e-check, or via debit or credit card. Cash, check, or CashApp payments must be made at the time of service in order to be accepted, i.e before the cleaners leave the property, and can not be retroactively applied to overdue invoices. Gratuity for the cleaners is greatly appreciated and can be given directly to them via cash, check, or CashApp payment at the time of service.

12. Late Charges: Interest. Any invoices not paid by you on or before the due date will bear interest after the due date until the invoice is paid at the lesser of nine (9%) percent per annum or the highest lawful rate.
13. Limitation of Liability. The client acknowledges and agrees that Exclusive Sani-Services LLC will not be liable for any losses or damages, whether indirect, incidental, special or consequential, in profits, goods or services, irrespective of whether or not the Client has been advised or otherwise might have anticipated the possibility of such loss or damage.
14. No Guarantee. The client acknowledges and agrees that Exclusive Sani-Services cannot guarantee that the results of any of the services rendered or to be rendered will 100% prevent illness of residents, employees or customers. Rather, services shall be executed in a professional manner and in accordance with good industry practice. Best efforts will be used.