

# **Seriously Spotless**

## **Client Acknowledgement**

### **Terms and Conditions**

Erica Cubello, Founder/Owner

518.441.5809

seriouslyspotless@gmail.com

#### **What We Use**

- Seriously Spotless uses Seriously Spotless Cleaning Products; all natural, botanical cleaning with essential oils- no harsh chemicals! We leave your home smelling fresh, clean, and safe for everyone: pets, children and you!
- We use Shark Powered Cleaning Technology. Shark Vacuums use Anti-Allergen Complete Seal Technology which capture and hold over 99.9% of dust and allergens. This means they clean the air in your home so you can breathe better! We also use Shark Steam mops with reusable microfiber pads. Steam mops clean and disinfect up to 99.9% of germs leaving your floors super clean and healthy to walk on just using the power of steamed water. Reusable, washable microfiber pads help to keep our business “green” and eco-friendly eliminating waste.
- Reusable microfiber cleaning cloths are brought to every home to use for dusting and general cleaning. Washable cloths help our business stay more “green” as well as ensuring the best overall clean for your home. Microfiber cleaning cloths trap dust leaving nothing but your beautiful furniture.
- We provide sponges for each home to use on kitchen and bathroom sinks and bathroom showers. We will leave them on site for future cleanings in a designated area. They will be replaced as needed.
- To maintain sanitary conditions, we use the homeowner’s toilet brushes.
- Homeowner should provide garbage bags to be replaced in bins.
- Seriously Spotless workers are trained to know which cleaning products should be used on different surfaces, i.e granite, wood, stainless steel, etc.
- If you prefer we use a special cleaning product in your home that you provide, please advise us at our initial meeting.

#### **Seriously Spotless Workers**

- Seriously Spotless is dedicated to bringing you the most personable, trustworthy, hardworking and competent cleaners.
- Background checks are performed on all workers before hire.
- Erica Cubello, Seriously Spotless founder, personally trains all workers to ensure the most thorough clean you can get.
- Seriously Spotless values the relationships they have built with their clients and staff. Propositioning an employee of Seriously Spotless for work is not permitted.

## **Our Guarantee To You**

Erica Cubello prides her cleaning on thoroughness and quality which is why she named her business “Seriously Spotless”. Our workers are trained to triple-check their work before leaving each room they service while on location. If you are not satisfied with the cleaning that has been performed after we leave, please contact us within 24 hours so we can come back to fix the problem. We are dedicated to our name, our clients, and seriously value your feedback.

## **Rescheduling/Cancellations**

- If an appointment must be cancelled or rescheduled, Seriously Spotless would appreciate as much notice as possible in order to get you the new time you would like as well as allowing us to have the opportunity to fill your appointment time. We recommend giving us more than two-days of notice.
- Cancelling an appointment within a two-day time frame will result in a \$30 fee.
- Cancelling less than twenty-four hours before a scheduled appointment will result in half of the regular service fee for that cleaning charged to the client.
- For any reason Seriously Spotless arrives at a scheduled appointment and is unable to enter the premises, the full service charge for that appointment will be billed.
- If an appointment is skipped and not rescheduled it might take us longer at the next cleaning appointment to complete our regular routine since additional time and build-up have occurred. This would result in a different amount due at the end of the cleaning.
- If we have an extenuating circumstance and are unable to make an appointment we will give you as much notice as possible. We will find a favorable time for you so we may reschedule.
- Seriously Spotless understands that sometimes you may not be able to give us the desired amount of time we ask for to reschedule. We will always take this into consideration when determining a fee.

## **Entering the Premises**

- To avoid any liability issues, Seriously Spotless requires a key arrangement to be made if you will not be present when we arrive. Doors should be locked when we arrive and will be locked when we leave.
- If Seriously Spotless will be entering your premises while you are not there, please be sure to deactivate any alarm systems before we arrive. If you would rather, we will happily do this for you when we enter if provided with your code. We will also set the alarm when we leave if provided with this.

## **Rates/Initial Consultation**

- \$50 per man-hour + tax
- If you have a designated budget for your cleaning needs please discuss this with us at your initial consultation.
- Seriously Spotless will meet with you at your residence for a free initial consultation to discuss the needs in your home. Please provide us with specific details that you would like completed during our visits.

- If on a given week you should need more time for your scheduled appointment, please notify us a week in advance so we may make scheduling accommodations.
- Rates are subject to change. Customers will be made aware of any changes before their service is to take place.

### **Payment**

- Payment is due at the end of each cleaning.
- We accept cash or Venmo
  - Cash should be left in a **sealed envelope** addressed to “Seriously Spotless” with the homeowner’s name printed on it
  - Venmo is payable to @seriouslyspot

### **Preparing for Our Visits**

- Before we arrive, we ask that any surface you would like cleaned be decluttered so we do not disturb anything you wouldn’t like moved. We also want our time in your home/office to be used efficiently. Seriously Spotless workers will clean around cluttered surfaces unless we are instructed by the client to declutter a surface.
- Clients should put away anything that is of significant value to them in the event of an accident.
- Seriously Spotless is not responsible for any damage that may occur if something in your home/office is not properly installed. If you know of such items, please point them out to us so we can be extra careful around these areas.
- If we accidentally damage something in your home/office while cleaning, we will immediately notify you. Erica Cubello will contact the client regarding the incident.
- Should the client find anything damaged in their home/office as a result of our service, we must be notified within two days after the service appointment.
- While we are on location we ask that children be supervised for safety.
- If you have pets please advise us of any behaviors or important information we should know about them while visiting your residence. We are animal lovers and welcome their company but also understand we are new faces to them in their home. We want to make them feel just as comfortable as you do while we are with them.

**Please sign, date, fill out this portion of the contract and return to Seriously Spotless on or before your first scheduled cleaning. This will be kept on file and referred to as needed while you are a client of Seriously Spotless.**

I have read, understand and agree to these terms and conditions outlined by Seriously Spotless.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Name Printed

Phone Number: \_\_\_\_\_

Address to be cleaned: \_\_\_\_\_

Weekly / Bi-Weekly / Monthly Service

**Overview of Client's Expectations For Cleaning Services:**

**Kitchen:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Bathrooms:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Living Room:**

\_\_\_\_\_  
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\_\_\_\_\_

**Dining Room:**

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**Bedrooms:**

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**Other Areas:**

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**Additional Information Regarding Your Residence:**

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