



Client Guidelines and Agreement

Client Contact Details:

Name: _____
Address: _____ Town: _____
Phone: _____ Mobile: _____
Email: _____

Home Entry Information:

We have house key Door will be unlocked Alarm System – Alarm Code _____

Start Date of Service _____

Frequency of Service: Weekly Fortnightly Monthly Other

Service Day: Monday Tuesday Wednesday Thursday Friday

Payment Option

Payment is required on the day of Service - Automatic Payment

Weekly Fortnightly Monthly Form completed and signed

Time of Service

It is very difficult to commit to an exact arrival time (apart from first thing in the morning) because of our ever changing schedule and the fact that we don't finish cleaning each home at an exact time. We service homes between the hours of 9.00am and 4.30pm and will strive to be at your home within a 30 minute window of the time given to you.

Add-on Services

Anything outside of our agreed upon scope of work, including the cleaning of rooms not originally included in the service agreement, are considered add-ons and additional fees will apply. All add-on services must be processed through the office, and not through employees. Employees are not authorised to deviate from the work order without prior approval from management. All add-ons must be scheduled ahead of time.

Below are the guidelines we ask our clients to abide by. These guidelines have been put in place in order to provide a safe environment for our cleaning techs and set clear expectations with our clients so that we can continue to make your home sparkle for years to come!

Please review and sign before your first service and let us know if you have any questions!

How to prepare for your Service

We are thrilled to come and clean for you and we want to be able to leave your house sparkling. In order for us to be able to provide the highest quality cleaning possible, we would ask for you to do a couple of things to prepare for our arrival. Please put away anything that would inhibit us from cleaning certain areas, such as loose papers, dog toys, children's toys and any personal items or anything of a sensitive nature. If you require a bed linen change, please remove dirty linen from the bed and leave clean linen on the bed that requires changing.

Change or cancellation of your Service

In the event that you reschedule, skip, add or cancel your service, we ask that you give at least 24 hours' notice. Without a 24 hour notice, you will be charged 50 % of your cleaning. Due to our busy scheduling, cancellations on the same day of your service for any reason will be charged full rate of service. All cancellations must be made through our office.

NOTE: All cancelled services will also cause the rate for your next cleaning to increase to the next level for example - if you are serviced weekly and you skip a service, you will have to pay the fortnightly rate for your next cleaning, if you are serviced fortnightly and you skip a service you will pay the monthly rate for your next cleaning, as there will be more cleaning required when we do return to complete your service after a cancellation.

Initial Service Estimate

We take many variables into account when we provide an initial cleaning estimate, while firstly we will provide an in home estimate sometimes these are done over the phone and due to this, our cleaning techs will let the office if extra time is needed to perform our full scope of service in your home.

Our office will discuss with/call you to get confirmation to continue the service if extra time is required. You will have the option to approve the extra time, or stay within your original estimate, understanding it will be left incomplete. HomeMaid Services will never charge your card for any extra time without consent.

Entry to your Home

We offer two home entry options to choose from:

1. *The client may opt to be home to allow access to their home the day of the service.*

Please prepare for your cleaning tech to arrive. If no one is home or our techs are turned away for any reason you will be **charged half the service price** for that day.

2. *The client provides a key, garage door opener or door code to gain access to the home.*

In the event the code given is not correct and cleaners cannot gain access to the home the client is responsible for the **lock out and a cancellation fee of half the price** of that day's service.

NOTE: In the event the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, HomeMaid Services will not be held liable for any damages or theft to the client's home.

Home Alarm Systems

HomeMaid Services will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Working in your Home

Our cleaning techs need to be able to work without distractions. Every effort is made for them to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. In the event the cleaning techs are not able to work without distractions that affect their ability to work in their normal speed, HomeMaid Services reserves the right to charge for their extra time spent in the client's home.

If for any reason a cleaning tech of HomeMaid Services feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be liable for the full cost of the service.

Service Equipment

HomeMaid Services will provide all equipment and supplies, unless the client prefers to provide specific equipment or products.

Quality Control

HomeMaid Services needs your feedback!

Please expect random quality checks to happen on your home by a quality control manager to make sure you are receiving consistently fantastic service! All quality checks take place during the final phase of each service.

Technology

HomeMaid Services utilises up to date technology to its fullest to provide an even smoother customer experience. You will receive an automated reminder text prior to your service as well as a reminder email 24 hours prior to your service. You may respond to the email; however the automated text messages are only one way.

Please note that the HomeMaid Services phone number is a cellphone and is able to accept texts.

Our cleaning techs clock in and out from our scheduling app on their phones and GPS coordinates are registered at time of input. This is to make sure they have arrived onsite and have left safely.

Our Safety – Your Safety

Our number one concern is for the safety of our clients and our cleaning techs. HomeMaid Services is fully insured and cannot perform any cleaning higher than a three step ladder. Any heavy or large furniture must be moved away from the walls in order to clean behind them. Our cleaning techs will not move heavy furniture, in order to prevent damage and remain safe.

Bio-Hazard Safety

Our cleaning techs health and safety is of utmost importance to us, so we ask for you to let us know if there are any potential bio-hazard situations. These can include mould, rodent or bug infestations of any kind, or human or pet urination or feces. Our cleaning techs do not clean animal cages, litter boxes, animal droppings, human or pet feces, urine, vomit, soiled clothing or similar biohazards. We will clean around boxes, etc. but cannot by our Health and Safety policy and standards clean up actual bodily fluids.

If a bio-hazard situation is evident, our techs will not be able to service your home and you will be charged the full rate of cleaning.

Breakages

It can happen when you least expect it! Our cleaning techs take great care when cleaning your home, but occasionally accidents do occur. Our policy is to inform the client immediately when an accident occurs, but if you do notice any breakages; please save broken item for HomeMaid Services management to inspect.

HomeMaid Services can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves or items not secured properly.

Please point out items which are irreplaceable due to sentimental or monetary value as we would prefer to avoid touching them. Please note: cabinets, figurines, glassware and items of extreme value or sentimental value should be cleaned by the client.

Damages

Clients should point out any damage within the home i.e. walls or surfaces, during the initial home consultation and before any service begins. HomeMaid Services is sometimes called in to correct damage that was already there or that another cleaning company was responsible for; in this case we may require that the client sign off on a pre-existing surface damage waiver. In areas of the home with extreme clutter, HomeMaid Services reserves the right to skip those areas in order to avoid damaging items or injuring our cleaning techs.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral cleaner.

HomeMaid Services uses non-toxic, eco-friendly products that do not stain or warp any surfaces. If you would like us to use your products instead, please understand HomeMaid Services will not be held liable for any damage caused by your products.

Your Pets

We love our clients' pets!

For their own safety and the safety of our cleaning techs, please put your large or skittish pets in a secure area of the home or garage. Our cleaning techs will not clean animal feces of any kind in order to prevent cross contamination; however they will leave notification for the client on their service checklist.

Payment of Service

HomeMaid Services has a "no pay/no clean" policy. Payment is due in full on the day of the service. Our cleaning techs do not handle any form of payment. HomeMaid Services an automatic payment set up for your service.

With prior approval cheques can be made to HomeMaid Services. We do not accept post-dated cheques. There is a \$35 fee for a returned cheque.

Price Increases/Rate Changes

HomeMaid Services reserves the right to reevaluate set rates at any time based on the amount of time it takes to perform our services to meet the client's standards. We monitor the actual cleaning time for the initial first two months of your HomeMaid service and occasionally thereafter. HomeMaid Services will contact the client to discuss possible price or service revisions if the cleaning time differs drastically from the bid.

Weather

HomeMaid Services will be closed for business when extremely severe weather causes dangerous driving conditions. We will attempt every effort to reschedule your booking, as quickly as possible.

Holidays

HomeMaid Services will be closed on the following public holidays: New Year's Day, 2nd January, Good Friday, ANZAC Day, Queens Birthday Monday, Labour Day, Christmas Day, Boxing Day and New Year's Eve. If your cleaning service falls on any of these days and you would like to reschedule around them, please note the earlier you contact us the better as we fill up around holidays very quickly.

Non-Solicitation of HomeMaid Employees

When a client enters into an agreement for services with HomeMaid Services, the client understands that they will pay a [\$1500] training fee to HomeMaid Services if they engage in a working relationship directly with any employee of HomeMaid Services during the course of the client's service other than booking through HomeMaid Services.

Our HomeMaid Services Guarantee

The client's satisfaction is our primary objective and we want client's to be happy with the cleaning service! If we should ever miss an area or you are not satisfied with your service, please contact our office within 24 hours of the provided service either by telephone 027 554 0656 or email enquiry@homemaidservices.co.nz and our team will return to re-clean the area you are dissatisfied with at no additional cost to you. If you are pleased with our service, please like us on Facebook and/or leave a review

By signing below the client fully understands and agrees to the contents of this service guideline and agreement document.

Clients Name: _____

Client Signature: _____ **Date** _____