



# SERVICE AGREEMENT

By booking an appointment with Limpar Cleaning Solutions Co., you agree to the terms of this service agreement.

## RATES

Our services are charged by written quote. A minimum charge of \$100 is applied to all residential services. Clients who book weekly, bi-weekly or monthly service may qualify for discounted rates.

Please note that our quotes for one-time deep cleans are estimates and may vary up to 20% if a walk-through was not done before quoting.

## PAYMENTS

Limpar Cleaning Solutions Co. accepts E-Transfer as main form of payment. We may accept Cash or Cheque for some services. Payment is due at the time of service or upon receiving an invoice. We may not clean your home if payment is not present, or if you are behind on payments. If leaving cash, please leave payment on the kitchen counter inside an envelope clearly marked for Limpar Cleaning Solutions Co.

## CANCELLATIONS

We kindly ask that if you need to cancel, skip or reschedule a cleaning, that you notify us 48 hours before your scheduled day. That will allow us to fill up our schedule with another appointment. Call, text or email about any cancellations.

## ACCESS TO HOME

Leaving a key in a lockbox or providing us with a garage or door code to enter is the most efficient way for you to provide us with access to your home. You can also stay home to open the door for us.

## OFF-LIMIT AREAS

Please let us know in advance about any room you don't wish cleaned.

## DURING OUR VISIT

We respectfully ask that you wait for a room to be complete and the floor to dry before using it. If an area/room/floor has been cleaned by the cleaner that area will be considered completed by us. We will not re-clean or re-mop if someone at home has, for example, walked on wet floor or made food after we cleaned the preparation areas/appliances in the kitchen.

## EXTRAS

Please note that any services not listed in our cleaning checklists are extras and will be added to your service invoice.

## PREPARING FOR YOUR CLEANING APPOINTMENT

Please secure sentimental items, cash, jewelry and other small valuables. We also ask that you set your home at comfortable temperature, having in mind that body work will be done in the unit. In the winter months sidewalks and driveways must be cleared so our cleaning professionals are able to gain access to your home. Please pick up small items from the floor and reasonably clear all surfaces so we have room to clean.

## PET POLICY

Please ensure pets are properly contained (if necessary), for their safety. You can provide all the details of your pets in your profile, so we can ensure they are cared for. Please have in mind that we do not clean pet accidents.

## ACCIDENTS

If we are responsible for damages to your home or items in your home, we will leave a note for you and place a follow up call. We make every attempt to repair, replace or pay for any items that we have damaged. We will assume no liability for items not secured in a proper manner (example: heavy pictures hanging from thumb tacks, not anchored properly to walls, etc., pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc. Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by homeowner. All surfaces (i.e.: Marble, Granite, hardwood floors, etc) are assumed to be sealed and ready to be cleaned without causing harm/damage when common cleaners are used.

## EMPLOYEE SAFETY

We are committed to staff safety and require our employees to refrain from climbing ladders higher than 30 inches or lift or move objects weighing more than 20 pounds. We will not clean bodily fluids, pet accidents or any other substance or item which may pose a health or safety hazard. We reserve the right to remove an employee from a job site at any time if his or her safety is of concern.

## SATISFACTION GUARANTEE

Please call (416)828-5820, text or email if you have any questions or issues with your service.

## REFUND POLICY

In case you are unhappy with any aspect of your cleaning, please contact us within 24 hours of the appointment and we'll either come out to fix it or offer a credit for the services provided. In most cases we will come back and fix any reasonable requests that were overlooked.