



Honest Cleaning and Services Client Policies & Guidelines

For an honest cleaning experience here is what you need to know!

Office Call or Text: 604 349 2154 (Marisa)

honestcleaningandservices@gmail.com

www.honestcleaningandservices.com

How to prepare for your cleaning?

We are thrilled to come clean for you and want to be able to leave your house sparkling clean! In order for us to be able to provide the highest quality cleaning possible, we ask for you to do a couple of things to prepare for our arrival. Please tidy anything that would inhibit us from cleaning certain areas, such as dishes, loose papers, dog toys, children's toys etc. Please make sure all dishes are put away so we are able to thoroughly clean your kitchen. In addition, make sure anything of a sensitive nature that may be irreplaceable is put away. Please provide one toilet brush per household as we do not provide these to our team.

How to prepare for your move in/ move out cleaning?

Your home should be free of all personal items, trash and furniture. Our move in/ move out cleaning package is very detailed and requires us to have access to every inch of the home. There must be running water and electricity for us to clean. We also require the interior of your home to be at a comfortable temperature. Please run the self clean feature on the oven prior to our arrival.

Technology: HCAS utilizes technology to its fullest to provide an even smoother client experience! You will receive an automated email prior to your scheduled service as well as a reminder text the day before your clean. You may respond to the email. The automated text message is through a 3rd party app and not direct to our office. So if you require direct communication with us please call or text 604 349 2154. You do have the option to opt-out of these. You will also receive a follow-up satisfaction survey via email after each cleaning that we review with our team.

Parking: Our clients are responsible to provide free parking for our cleaners. Parking must be within a 2-minute walk to the home. If parking is not available to the cleaners, and we are unable to reach you, your appointment will be canceled/and or rescheduled. In the event this happens, you will be charged our standard cancellation fee of \$45.

Keys and Alarm Systems: HCAS prefers not to accept keys. (We will make exceptions on a case-by-case basis). If you will not be home for your cleaning, you need to provide a way for our team to gain entry into your home. Key pickup/drop off can be arranged if needed prior to your clean. No identifying information is ever placed on our client keys and keys are locked up when not in use.

We offer three entry options to choose from:

1. ***The client may opt to be home (or someone else) to allow access to their home on the day of the service.*** If no one is home or our cleaners are turned away for any reason, the client will be charged half the service charge for that day's scheduled clean.

2. ***The client provides a garage door opener or code to gain access to the home.*** In the event the code given is incorrect and cleaners cannot gain access to the home, the client is responsible for the lockout, and a cancellation fee of half the price for that day's service will be charged to the client's credit card on file.

3. ***The client can purchase a lock box to place a key inside and provide HCAS with the passcode.*** If for any reason the key is not in the lockbox or the code does not work when the cleaners arrive to clean the home, the client is responsible for the lockout, and a cancellation fee of half the price of that day's service will be charged to the client's credit card on file.

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

Home Alarm Systems: If your home has an alarm, please disarm it before our arrival or provide us with our own access code to disarm it. HCAS will not be liable for any false-alarm charges due to code changes not brought to their attention before servicing the home.

Cleaning Supplies: We provide all of the cleaning products and equipment needed to clean your home, It is required that your home has running water and working electrical outlets. We reserve the right to charge our standard cancellation fee if we are not provided with running water or electricity. Our cleaning team is not allowed to climb higher than our step ladder. If you would like us to use specialty products or equipment, please leave it out and let us know about your request in advance so that we can accommodate as best as possible. We are not responsible for ANY damage caused by cleaning products or equipment provided by the customer. We also cannot honor the 24-hour clean guarantee if we use the client's cleaning products or equipment. We will not bring bleach into a home to use as a cleaning product. If you request us to use bleach supplied by you, please be aware that we will not be responsible for any damage caused by bleach. It is our preference to not use this product or products that our team is not trained on how to use.

Employees: All of our employees go through our training program so that they can learn HCAS cleaning standards and expectations. For your protection, all of our employees undergo a background check and reference check prior to their training. All employees are covered under our worker's compensation policy & liability/bonding insurance. Our staff must wear clean non marking shoes while working (WorkSafe BC).

Arrival Window: All 9 am morning appointments are the first bookings of the day. All afternoon bookings past 11 am are approximate arrival times and we will communicate if we are enroute to your appointment sooner than your scheduled start time. If you would like to be present for your cleaning, please understand that we have a 1-hour arrival window before or after your scheduled time. Many things can affect our schedules, such as cancellations, lockouts, a morning cleaning taking longer than expected, staffing, traffic etc. If we are running behind or ahead of schedule, our team will call or text with an updated time of arrival. We will confirm the estimated arrival time by 8:15 pm the day before your clean by text message.

Initial Cleaning Estimate: We take many variables into account when we give an initial cleaning estimate. If an estimate is given over the phone or by email without someone actually attending your home to review the scope of your cleaning, our cleaning team will let us know if extra time is needed to perform our full scope of service in your home. They will also let you know if the home will require extra time due to things like higher dirt levels than anticipated. The first cleaning is quoted based on a normal home condition. If your home requires special attention, we will either need to extend our time at an hourly rate or prioritize your cleaning. You will have the option to approve the extra time or to stay within your original estimate, understanding it will be left incomplete. HCAS will never charge your card for any extra time without your consent. Homes with children and pets can sometimes need more attention to detail and extra time.

****For a first-time cleaning, the client's card will be charged half the service price before arrival, and the remainder after service is complete due to the fact that a first-time cleaning price is an estimate and cannot be confirmed until about halfway through the service** We recommend an "estimate" in person before all new client cleans and move in/move out and deep clean packages. **We believe in quality over quantity so attention to detail and following our cleaning packages is a must.****

Areas/Tasks our cleaners do not clean:

- Mold, bodily fluids, blood, urine, or feces. We are not trained or certified to clean these types of materials.
- Any home with insect infestations. If an infestation is identified, the cleaners assigned to your home will leave. You will be contacted immediately and our standard cancellation fee will be charged.
- Chandeliers and china cabinets with delicate items
- Remove paint from surfaces
- Clean Animal Waste - Includes litter boxes
- Move furniture or lift items weighing over 20lbs
- Empty diaper genies
- Lots of fragile trinkets and ornaments can only be lightly dusted, If they cannot be dusted without risking damage they will be skipped.
- Washing walls and light fixtures - will vary based on design and how fragile the fixture is

Credit card on file: We require all clients to put a credit card on a secure profile. Your credit card will be automatically charged at the time the invoice is sent to you unless communicated otherwise about an alternate payment. (E-Transfer or Cash)

If you choose to make your payment with the credit card on file

- For first-time services, 50% of the estimated bill will be charged prior to the appointment
- Lock-Outs or Late Cancellation fees will be charged
- Deposits for Move-in/Move-out Cleans & One-Time Services
- Your credit card will be charged if e-transfer or cash payments are not made within 24 hours

When and how to pay? Payment is required at the time of service. Our cleaning team clocks in and out from our scheduling application on their phones and GPS coordinates are registered at the time of input. This is to make sure they have arrived and left safely. Any outstanding payments for previous cleans will need to be paid before we return for another clean. **We accept CASH, E-TRANSFER OR CREDIT CARD.**

- Tipping: HCAS never requires tipping, but you can tip if you would like to. Just leave your tip with your payment and management will make sure that your cleaners receive 100% of their tips. If you pay by credit card, you can add your tip to the charge, just reach out to us in the office and we can be sure to add it to your credit card charge.

Lock-Outs & Late Cancellations:

- **Standard Cancellation Fee:**
HCAS reserves the right to assess cancellation for any cleaning that is canceled with less than 48 hours' notice. The cancellation fee is equal to half the cost of your cleaning for recurring services as well as one-time cleans. This fee will be charged to the credit card on file. If no credit card is on file we will add the cancellation charge to your invoice. We reserve a time specifically for you and are often unable to fill the vacant time slot at the last minute. Our cleaning team only gets paid for the homes that

they clean. Please be sure to provide entry instructions if you will not be home. We reserve the right to charge our standard cancellation fee for all lock-outs.

- For all one-time cleanings, a fee equal to half the cost of your cleaning will be charged if our team is unable to access the home or if you cancel your cleaning with less than 48 hours' notice.
- We reserve the right to refuse cleaning of your home if we encounter anything that could pose a threat or risk to our cleaners. This could include but is not limited to; unsanitary conditions, mold, hoarding, abnormal buildup, unsafe environment in the home. We have a "No Payment/ No Clean" policy and we may not clean your home if payment is not present or if you are behind on payments.
- Last minute emergency cancellations will be dealt with on an individual basis.

Deposits: If you cancel within 48 hours of your booking, you forfeit your deposit. Cancellations made over 48 hours from the scheduled appointment time can be refunded. Your deposits will be charged at the time of booking.

24 Hour Clean Guarantee: We offer all clients a 24-hour Clean Guarantee, if you find anything that was included in your clean that was not completed, we will re-attend your home and correct it. You must report any problems within 24 hours from the date & time of your cleaning service.

Refunds: Since cleaning is a very personalized and subjective service, we cannot offer refunds. However, we do want you to be 100% Satisfied with our Services! That is why we offer a 24-hour Clean Guarantee. If a task was not completed to your satisfaction or was missed during our visit, simply contact Marisa (The Owner) and we will return to your home and re-clean that area.

Price Adjustments:

- We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. A price adjustment might also happen if the conditions or needs of your home have changed. We guarantee our prices for 12 months. If you discontinue service and then reinstate services with Honest Cleaning and Services after a 3 month period, you may receive a new rate.
- When you are given a quote, it is an estimated price to clean your space. If the condition of your home is in a worse state than originally anticipated, we have the right to either adjust the price or refuse the service. We will never adjust the price without speaking to you first. In the event that we cannot reach you, we have the right to discontinue cleaning.

Pets: We are a pet-friendly company, but we would appreciate your help in making sure that your pets are secured and safe on cleaning days. Please let us know of any special requirements needed to keep your pets safe. Prior to your first appointment, let us know your animal's names, if there are treats we can give them and if we can let them outside at all. This helps make sure your animals are safe and comfortable with us and make sure we can take care of them while you are not home.

For health reasons/allergies our team will not clean pet beds, cat trees, litter boxes, vomit, urine, or fecal matter Please know that our vacuums are for household use and cleaned regularly for use in multiple homes.

Working in the Home: Every effort is made for the cleaners 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, that the cleaners are not able to work without distractions that affect their ability to work at their normal speed, HCAS reserves the right to charge for their extra time spent in the client's home. It is important for us to have access to every area of your home that we will be cleaning. In doing so, we need to work freely and without distractions. Excessive visiting with cleaners (beyond cleaning walk through) prevents us from being 100% focused. If for any reason a cleaning team of HCAS feels their personal safety is in danger enough to leave the job site due

to actions by the client or the client's guests or animals, the client will be liable for the full cost of the service. If you smoke in your home, we would just ask that you refrain from smoking around the cleaning team due to smoke allergies. Please note our insurance policy covers our services inside of the home only. We do not clean inside of rooms when doors are closed - we respect your privacy unless you let us know. We do not clean garage spaces, crawl spaces, attics, utility rooms, furnace rooms - we focus on living spaces only.

Your Valuables: If you have any valuables including collectibles or expensive objects, please let us know in advance so that we can make note of them on your account. You are responsible for letting us know if you would like us not to clean or handle these items. Please secure any money, jewelry, credit cards, and cheques and anything of confidential matter before we arrive for your clean.

Broken/Damaged Items: We train our team to clean while minimizing the risk of breaking or damaging items in your home. Although it's not common, accidents do happen sometimes. If there is an item that is believed to be damaged by one of our cleaners, it must be reported within 24 hours. If we were to break or damage anything while in the home, your cleaner will let you know immediately. You will be notified of the damaged or broken item, and we reserve the right to replace or repair the item or offer a discount in lieu of the repair. We can not take responsibility for items that were broken or damaged because they were not properly attached or secured (for example, a tv or picture that was not properly attached to the wall). Please communicate in advance any damage in the space that we should be made aware of so that extra care can be taken around this.

Lifting, Climbing, and Bending: Our employees' safety and well being are very important to us, and we are determined to keep them safe. In an effort to prevent injuries, our cleaners are not allowed to: Climb above the top step on a step stool or ladder, move furniture and items that weigh more than 20lbs, clean floors on their hands and knees (exceptions would be bathroom floors), or use something that is not appropriate to climb on top of. Our work safe policy covers our employees on the height of the ladder that we are able to provide. These types of activities put our cleaners in danger of hurting themselves or damaging property. If you would like us to clean behind a large piece of furniture or a large item, we may be able to accommodate the request if said items are pulled away from the wall when we arrive. Any heavy or large furniture must be moved by the client for us to clean behind them. In order to prevent damage and remain safe, our cleaning team will not move furniture, or other heavy objects that may risk damage or injury.

Climate Control: The temperature inside your home should be in a comfortable setting before we arrive. We will not provide services in an environment that isn't physically comfortable for labor. That includes but is not limited to extreme heat or cold. In the event that your appointment is canceled due to climate, our standard cancellation fee will be assessed.

Online Booking: Booking a service online doesn't guarantee your spot for that date/time. Your booking is not confirmed until you have received a confirmation email.

Expectations: Every person is different and has different expectations or preferences in how their home is cleaned. We have standard training practices we consistently use with our team but we still continue to receive personal requests. We are never offended by specific requests, but if we don't know, we don't know. Open and honest communication is important to ensure we provide the best service tailored to your unique wants and needs. Please pass any requests you may have onto the office (Marisa), and not just your cleaner.

Order of Operations: Our cleaners are trained to maximize efficiency to get everything done in a timely manner. Please do not advise the cleaners on what order to clean your home, as they follow our training plan. If you require a certain order of rooms due to children's sleep schedules, the elderly you care for, or any other particular reason, please speak with us directly to discuss a plan that we will advise our cleaners on.

Vacuum Use Liability Waiver: In order to prevent cross-contamination and avoid transferring pet dander into a home with allergies, Honest Cleaning and Services prefer to use the client's vacuum. If the client does not own a suitable vacuum, our cleaning team will use ours.. We train our employees to use care when using our vacuum cleaners and proper maintenance to ensure they are in working order.. But we also understand that belts and cords break, bags don't get emptied, and sometimes they just stop working for no apparent reason. We will perform a four-point check on a clients vacuum cleaner before each use:

1. We will check the bag/canister for replacement and cleaning.
2. We will check the cord for cuts.
3. We will check the filter for replacement.
4. We will check the overall condition of the vacuum prior to use.

This is important because if the vacuum cleaner is not in working order when we arrive to clean the client's home, we will use our own vacuum to ensure the job gets done. Honest Cleaning and Services will not be held liable for any repairs to the vacuum cleaner. However, if Honest Cleaning and Services damages the customer's vacuum while using it due to misuse (not including items that will wear out or are in need of ongoing maintenance), we will repair or replace the customer's vacuum cleaner.

Wear and Tear: The longer we live in our homes, the more wear and tear builds up. Baseboards, bottom of showers and tubs, mold/mildew, excessive hard water spots and soap scum on glass shower doors, worn flooring (wood floors may need to be refinished) grout lines, window tracks, etc. are all areas where wear and tear will have an outcome on the final look of the cleaning. These areas may take more than one cleaning to improve in appearance or may not come clean at all. Excessive build up on blinds may require an additional separate visit for only blind cleaning. We cannot be held liable for blinds that do not come 100% clean as we are not professional blind cleaners and only offer a surface clean of blinds using soap and water.

Sickness/Illness: In the event that we have a team member with an illness or sickness, we will not be scheduling them to work in your space. We would find a solution for scheduling at a later date or ask an alternate team member to work in your home. We do not want to risk anything to your safe space and also ask that if you have been sick within the last 48 hours (prior to your appointment) or if anyone in the home may have been ill; could you kindly let us know so that we can make an informed decision on whether we feel comfortable being in the home.

Referrals: Referring your friends/ family is a huge compliment to us, so to show our appreciation you will receive 1 hour of free cleaning for each referral you send our way. (Value of \$45) Please ensure your referral mentions your name at the time they are booking. The more people you refer to HCAS, the more money you will save on your cleaning. Ask us about our community service referrals that we pass on to our clients too!

Quality Control: We want to earn a PERFECT 10 in quality and client satisfaction. Our team leader is responsible for overseeing your cleaning experience. With that in mind, you will receive calls periodically or emails after some of your cleanings. Please let us know how we performed. Constructive criticism and open communication is very valued. We want to ensure you have the best experience with us.

Gift Certificates: Available in any amount and expire within 6 months of purchase date. Please email us to arrange the amount and how the gift certificate can be delivered.

Scheduling: To make any appointment changes, please contact us directly at **604 349 2154** or via email (preferred) at honestcleaningandservices@gmail.com

Changes cannot be made through the cleaners or via text message. The office hours are Monday through Saturday 7 am to 7 pm. Please leave a detailed voicemail after hours for someone to return your call the following business day or as soon as we are able to.

Please sign below stating that you have read and that you agree to the above guidelines:

Signed:

TYPES OF CLEANING ESTIMATES AND PACKAGES:

Move In / Move Out - Post Construction - Deep Clean - New First Time Cleans - Commercial Cleaning - Everyday Maintenance Cleaning

Please be advised the estimate you received is not an exact amount for the total charges for this service. It is an approximate cost for your cleaning services based on the information provided and is subject to change based on the level of clean required once cleaners arrive and perform their work.

There are a few different factors that can affect cost and hourly charges which have been outlined in our HCAS Policies and Guidelines.

****Cleaning Rates and Charges ****

Move in/ Move out per cleaner per hour - \$50 per cleaner per hour

One time Residential Cleaning - \$50 per cleaner per hour

Recurring Weekly/Monthly/Bi-weekly Residential Cleaning - \$47.50 per cleaner per hour

Seniors/Military/Religious Institutions - \$45 Per cleaner per hour

Post Construction Cleaning - Contact us for Pricing

Commercial Business Rate - \$50 per cleaner per hour

**** Minimum booking charge is 2 hours ****

We ask that you are present when we arrive and return when our team is close to being finished to verify that you are satisfied with the work performed so that there are no issues and our cleaners would not need to return to correct any missed areas.

Cleaners will communicate any changes or concerns should they feel more or less time is needed than provided on their scheduled hours of work for your clean. Our team looks forward to providing the highest quality of cleaning services to you.

By signing this document, you have read and understood our policies, guidelines, service packages and agree to pay the amount for the service we provide as detailed on your invoice.

Thank you for choosing Honest Cleaning and Services.

Signed:

CREDIT CARD AUTHORIZATION

I, _____, give permission to Honest Cleaning and Services
(Client Name)

to charge my credit card for their services. My card details will be stored in a secure profile and will only be used for approved purchases by the office administrative team and client.

Client email: _____

HCAS: Residential and Commercial Cleaning / Pet Sitting / Dog Walking

Amount Authorized: \$ CAD _____

Charge every:

_____ Weekly

_____ Bi- Weekly

_____ Monthly

_____ One time

(Check box or leave blank)

You will receive our invoice with the service charges emailed or mailed to you if requested.

You may choose to send e-transfers to: honestcleaningandservices@gmail.com

Our preference is to receive credit card payments. Please provide the following information in order for us to process your credit card:

Card Information

(Mastercard, Visa, Amex, Other)

Card Type	
Cardholder Name	
Card Number	
Expiration Date (MM/YYYY)	
Postal Code (from credit card billing address)	

* Please Note: Our Cancellation Policy is outlined in our Client Policies and Guidelines *