

# Service Agreement

## Cleaning Leader LLC Terms & Conditions

By using this website to book services, you agree to comply to be bound by these terms & conditions. If you do not agree to these terms & conditions, do not book a service with us.

## Booking Confirmation

Booking service online doesn't guarantee you a spot for that date/time, you will be contacted by email or phone with confirmation.

In order to reserve your cleaning date and time, a deposit of \$70 will be applied. This fee is NON-REFUNDABLE but deductible to the total cleaning price.

## Cleaning Crew

We always work with teams of two, occasionally more cleaners may be needed due to the complexity of work or busy schedule. We do our best to limit the rotation of cleaners in your home while still providing sufficient cross-training to our cleaning technicians.

Our cleaners have been rigorously background screened prior to working with us, you can rest assured all our staff have integrity and is held accountable.

## Right to Refuse Service

We reserve the right to deny and/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter & disconnected utilities.

Our cleaners have the choice to leave if the home is in an extremely unsanitary condition or they feel unsafe/threatened. If you book a cleaning that is unreasonable, the cleaners may refuse service on the spot & you will be charged a cancellation fee.

## Cleaning Day Preparation

that you take a few minutes to tidy up to allow the cleaners easy access to the areas/surfaces to be cleaned: floors, counter-tops, tabletops, etc. If you'd like our cleaners to do these tasks for you, call the office in advance so your cleaning fee can be adjusted for the additional time.

## Add-On Services

These services are available for an extra charge:

- Clean Interior Windows & Sills
- Detail Blinds
- Detail Baseboards
- Dishes
- Clean Inside Kitchen Cabinets
- Clean Inside Oven
- Clean Inside Fridge
- Sweep Inside Garage
- Patio Cleaning
- Pets

We will gladly work around pets, we ask that indoor activity is limited for cleaning efficiency & safety reasons, if your pet becomes anxious or presents a safety concern, [Cleaning Leader LLC](#) reserves the right to remove its cleaners from your home.

Our cleaners are instructed not to enter a house if they believe an animal is a threat, pets may behave differently if a family member is not present. If the removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

## Service Fees

Please remember we give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the house. To ensure there are no surprises when we arrive & find that the job will require extra time, we'll call you to let you know if we are unable to reach you, the crew will have to leave & you will be charged the cancellation fee.

We reserve the right to reevaluate rates at any time based on the time it takes to perform our service to meet the client's standards, [Cleaning Leader LLC](#) will contact the client to discuss price or service revisions if the cleaning time differs drastically from the original bid

## Payments

In order to reserve your cleaning date and time, a deposit of \$70 will be applied.

Payments must be made on the day of cleaning by check, cash, or credit card.

## Refund Policy

We do not offer refunds, we have built our business providing our clients with the best possible service available, still, we realize that we are human, things will from time to time get missed, should this happen email or call us within 24 hours & we will rectify the error at no charge.

## Recurring Service Discount

Recurring discounts start AFTER the first cleaning service, if you skip cleanings so that your cleaning's frequency is lower than what you were set up for, your price will be increased to the pricing level for the lower frequency.

## Rate Increases

Client's cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of the client's established service schedule or home or living situation: remodel, change of address, number of people living in the home, a significant addition of furniture, etc.

## Lockouts

The client shall make the service location accessible to [Cleaning Leader LLC](#) personnel on the scheduled service day. If the team is locked out of the Client's home, every effort will be made to establish contact with the Client to arrange for entry into the home, if contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped & you will be charged 100% for the service, this fee is necessary to compensate the cleaners for unexpected lost revenue & time travel, to avoid the fee provide us with a key or code to gain entry to your home.

## Rescheduling & Cancellations

At Cleaning Leader Services, we understand that unforeseen circumstances may require the cancellation or rescheduling of a cleaning service. However, due to the planning and allocation of resources needed to provide the best service, we have established the following cancellation policies:

1. Cancellations more than 48 hours in advance:

- If you cancel your cleaning service more than 48 hours in advance, no cancellation fee will apply, and you may reschedule your service at no additional cost.

2. Cancellations one day before the service:

- If you cancel your cleaning after 48 hours and before 24 hours of the scheduled service, a charge of 50% of the service cost will be charged.

3. Same-day cancellations:

- If you cancel your cleaning service on the same day as the scheduled service, a fee of 100% of the service cost will be charged as if the service was performed.

These policies help us manage our time and resources efficiently and ensure that we can continue to offer high-quality services to all our clients. We appreciate your understanding and cooperation.

## Alarm

If your home is equipped with a security system, please ensure that it is in the off position or call our office with the code & proper directions for use. If the code should change, please let us know so you do not incur a lockout charge.

## Use of Homeowner's Vacuum

If you request to use your vacuum, we will not assume or accept any liability for damage to the unit. Since we are not responsible for the maintenance of the vacuum, we will not be responsible for any repairs to it. This is important because if the vacuum is not in working order when we arrive to clean your home, we will not be able to perform any vacuuming of carpet & hard floor surfaces.

## Cleaning Supplies

We provide the equipment & products needed to thoroughly clean your home, if you require us to use green cleaning products only, please let us know before we start the service.

If you require us to use your cleaning supplies, note that we are not responsible for any damage associated with those products. When this request is made, we ask that you have the cleaning chemicals & supplies ready so we can perform our cleaning service as efficiently as possible.

## Items We Cannot Clean

Mold removal is a specialty, we cannot be liable for any mold-related risks in clients' homes.

We cannot clean hoarding homes or areas containing any animals & humans' body fluids, blood, feces, vomit, cat litter boxes, bird cages & urine, or excretions.

## Unreachable Areas & Heavy items

For safety & liability reasons our cleaners can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 35 pounds, if you would like to clean behind heavy objects, please move prior to cleaning.

## Breakage/Damage & Loss Policy

While an occurrence is rare, the possibility of breakage or damage is present while we clean. Our cleaners exercise reasonable care when cleaning your home, we carry insurance for damage or breakage caused by our cleaners.

We are not liable for damage that is caused by normal wear & tear, improper installation of an item in your home, artwork, collectibles, or family heirlooms not disclosed during the booking process, these items include but are not limited to the following.

## Artwork, Collectibles & Family Heirlooms

These items are expensive & impossible to replace, the client should point out such items to us before starting service, please advise us how you would like your fragile items handled & their care.

Notification must be made within 24 hours of breakage/loss of any personal items. Identical replacement is always attempted but not guaranteed.

## Cleaners Arrival Window

We schedule our cleanings in an order that requires the least amount of drive time in an effort to maintain low prices & avoid trip fees. If you require a specific time, we will make every effort to accommodate your request, however, no time is guaranteed.

Due to the unpredictable nature of our business & unforeseen circumstances, traffic jams, weather, mechanical problems, allow us the flexibility of scheduling our cleaning between 8:00 am & 4:00 pm.

We generally do not run more than 30 minutes earlier nor more than 45 minutes later than the scheduled appointment time, if we are running late, we will call you and/or text you.

## Holidays

Cleaning Leader LLC does not do holiday visits.

If your scheduled day falls on a holiday, we will contact you to reschedule, the following holidays will be observed:

- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year Eve
- New Year

## Inclement Weather

We will be closed for business when weather conditions prevent Cleaning Leader LLC County School Districts from opening.

## Key Release

Client keys are coded & stored inside a locked cabinet to which only the managers of [Cleaning Leader LLC](#) have access.

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, [Cleaning Leader LLC](#) will not be held liable for any damage or theft to the client home.

Upon termination/cancellation of services, [Cleaning Leader LLC](#) shall return any client key(s) in its possession no later than 48 hours after termination of services or the next business day.

## Non-Solicitation of Cleaning Leader LLC Cleaners

As our customer, we ask that you agree not to solicit for hire any of our cleaning cleaners to work directly for you. Our professional cleaners are background checked; their references verified & have completed comprehensive cleaning training. Significant time, resources & money are invested in each new employee before we allow them to enter our customers' homes.

## Governing Law

Any claim relating to the [Cleaning Leader LLC](#) website shall be governed by the laws of the State of [OHIO](#) without regard to its conflict of law provisions.

We have taken every effort to design our website to be useful, informative, helpful & honest, hopefully, we have accomplished that & would ask that you let us know if you would like to see improvements or changes that would make it even easier for you to find the information you need.

[Cleaning Leader LLC](#) reserves the right to change these terms & conditions at any time without prior notice to you.

Last Updated: [07/16/2024](#)