

# Scrub N Sudz

## Let us take the time to clean your grime

Brei, Owner  
250-667-2734  
Scrubnsudz.ca  
email: scrubnsudz@gmail.com

### Terms of Service

#### Philosophy

*Scrub N Sudz*, herein referred to as SnS, is a professional cleaning company. We use Eco friendly cleaners. I am willing to use regular cleaning chemicals in your home but you must specify this first. This provides you with a clean surrounding and healthy home; safe for you, your children, your pets, and of course, our environment.

Further, I believe that mutual respect and clear communication are the keys to maintaining a great relationship with my clients. I hope that this agreement helps foster this respect and communication with you.

#### Service and Contact Hours

Our contact hours are: Monday – Friday: 8:00 am – 5:30 pm

Our service hours are: Monday – Friday: 8:30 am – 4:30 pm

A mailbox will be active whenever I am not available to immediately answer your call I will call you back as soon as possible.

If you need me urgently on the weekend I can help you out, but I prefer email as the best method of contact. Phone calls may go to voicemail, so please leave me a message and expect a return call the following business day.

#### First time cleaning

Scrub N Sudz asks that the home owner/tenant that resides in home should be on the premises for the very first cleaning. This can have some leeway to this once agreed upon by both parties.

#### Services provided

We will perform the cleaning tasks as scheduled. I do have a 2 hour minimum. Please note that I will provide you with an estimate before I start to clean. If the amount of time needed to clean your home differs significantly from the estimate, then an adjustment of the price will be necessary. Also, if the conditions in your home change (for example additional pets or people living in your home), a price or service revision will be necessary. I do have a second cleaner with me for all jobs.

#### Add-on Services

I am happy to provide you with additional services (i.e. cleaning the inside of the oven/refrigerator/cupboards, cleaning the exterior windows, if accessible....). Additional tasks need to be requested in advance, so *SnS* can schedule the additional time and supplies needed. No additional fees will be incurred the pricing is the same as the hourly rate.

#### Prices

In order to keep my prices as low as possible, it is important that we have uninterrupted access to the areas of your home that we will be cleaning. Every effort is made to work safely and cautiously, but **we cannot assume liability for the safety of others**. This includes children and pets. We need to be able to work freely and without distractions. If we are subject to distractions that affect our ability to perform the work in a timely manner, we reserve the right to charge for extra time spent in your home. We ask that you pick up toys, clothing or other items before we arrive so the time we spend in your home can be as efficient as possible. Unless specified during quote that we are tidying up.

## **Rate Changes**

**SnS** reserves the right to re-evaluate the rates at any time to allow for business-related costs such as gas and travel time increases, and other cost increases. You will be notified of any rate changes 14 days in advance.

## **Payments**

Payments is due the day of each scheduled cleaning and must be presented before or directly after services are rendered. There are NO EXCEPTIONS to this policy. We accept cash, checks (made payable to Kathleen Porter or to Scrub N Sudz), If you are a non resident of Nanaimo we can accept payment via Email Money Transfer. **If you pay by cash or check, please leave it in a sealed envelope on your kitchen counter, clearly marked for SnS.**

## **Referral Program**

If you refer a friend and they book 2 cleanings with us you will receive a Thank You gift and a 10% off discount on your next cleaning. All your friend has to do is say "So and So" gave me your number to set up cleaning services. You can receive up to 50% off of your cleaning if you refer 5 clients in a 2 moth period.

## **Equipment and supplies**

We provide all of our own cleaning supplies and equipment. We prefer, however, to use our clients' vacuum for hygienic reasons. In many cases, this may not be available so we can provide a vacuum at no additional charge. All the cloths and equipment we use are fresh and clean when we start to work in your home. If you would like SnS to use your own equipment, we will be happy to do so, but we cannot be held liable for breakage.

## **Quality Control**

We at **SnS** want to be sure that you are consistently happy with our service, but we are human and a mistake might occur. Please notify me within 24 hours of your cleaning if you are displeased with the quality of service so that we can return to correct the situation in a timely manner without additional charge. Please be aware that if we do show up and the issue has nothing to do with our cleaning or that we find that it was not a cleaning issue there will be a travel charge of \$10.00. In addition, any suggestions that you may have to help us improve the quality of service are very much appreciated. You can visit me at [www.scrubnsudz.ca](http://www.scrubnsudz.ca) and please leave your suggestions or testimonial.

## **Arrival times**

Due to the time consuming, unpredictable nature of cleaning, **SnS** cannot guarantee the exact time of arrival. We do require the flexibility to arrive and depart between the hours that we set up. However, for your convenience we can give you an estimated block of time to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated arrival time due to circumstances beyond my control such as traffic conditions, ect. If we arrive for a scheduled service to find we are unable to access your home, a lock out fee equal to the cost of the cleaning will be charged. We encourage all our clients to issue us keys so that lock-outs will not be an issue. See **KEYS** for more information.

## **Breakage/Damage**

We take great care when cleaning your home, however, accidents can happen. If you notice breakage/damage, note that you must notify us **immediately**, so that we may take the appropriate action. Items of extreme value (monetary or sentimental) should be dusted or cleaned by the customer. Please note that antiques, irreplaceable one-of-a-kind and hard-to-find items are not covered by our breakage and loss policy. We suggest that such items be moved to a safe location on the day of your cleaning. We cannot be responsible for breakage of items which are unstable or in an unstable environment. All surfaces are assumed sealed and ready to be cleaned without causing harm. Key replacement/locksmith fees are paid only if keys are lost or miscoded.

## **Safety**

For safety reasons, we do not move anything weighing more than 15 lbs. If you wish for us to clean behind anything heavy such as a couch or refrigerator, please move it prior to service to allow us access to that area. We do only use a two-step ladder. Wherever windows, furniture or fans are affected we do what is within reach with a two step ladder or extension pole.

For our safety and the safety of all my clients, please notify us by telephone at least 24 hours prior to scheduled service of any colds, flu's, virus's and infectious diseases that occur in your household. **SnS** reserves the right to cancel and re-schedule in such circumstances.

**For our safety, all firearms in a client's home must be stored and locked.**

### **Access**

If you have an alarm system, please be sure that it is turned off before we enter your home. SnS encourages all of our clients to issue us a key. If you choose not to issue SnS a key you can leave a key with a neighbour for us to pick up, after which we will return when we have finished the service. You can also give us the code for the alarm system of your garage door or hide a key in an agreed-upon place.

### **Keys**

You can provide SnS with a key that will be labelled with a unique client ID number and locked away for safety when not in use. Your key will be locked inside a fire proof safe.

### **Pets**

We take pride in being a pet-friendly service and take special care in making your pet feel comfortable during our cleaning process. However, we do need to make sure that safety for all SnS employees are addressed. If you have aggressive pets, please secure them during the service. Please make sure, however, that we still can access all necessary rooms in order to do the scheduled work. We do not clean animal or human feces, urine, vomit or other biohazards. This includes feline litter boxes and dog kennels.

### **Parking**

We ask you to provide us with a parking spot possibility next to your home so that we have easy access to the equipment and supplies in our vehicle.

### **Weather**

**SnS** will be closed for business when severe weather conditions prevent safe road travel. We will call you to try to reschedule for another day.

### **Holidays/Vacation**

**SnS** will be closed for regular business during all national holidays unless specifically requested in advance. Fees will be increased 25% for services on national holidays. **SnS** also observes 2 weeks vacation during school summer vacation or in the winter. If your cleaning visit falls on a holiday, every effort will be made to re-schedule your visit for the same or following week, but this cannot be guaranteed.

When the client goes on vacation, **SnS** will offer a no fee cancellation of regular cleanings when a note of at least 7 days is given. **SnS** reserves the right to charge a fee for any cancellation with less than 7 days advance notice. We will still come and clean your home if requested and payments are made in advance.

### **Cancellation of Appointments/Lock-out**

You may reschedule, add, skip or cancel any of your cleanings. We understand that an unforeseen event may occur which will create a need to cancel your scheduled cleaning appointment. If, for any reason, you need to change your scheduled appointment, **please give us a full 24 hours notice**. Once we take a reservation, we hold that time slot open for you and turn away other potential clients in order to ensure your appointment. In the event of a cancellation of less than 24 hours of notice a cancellation fee of \$50.00 will be charged. The client agrees to pay the entire cost of the cleaning **in full** for any visit cancelled by them on the day of the cleaning. This applies as well to visits aborted by SnS when unable to gain access to your home due to being locked out, or if, for any reason, we feel that our personal safety is endangered enough to cause us to leave the jobsite due to actions by the client, guests, or pets on the premises. The client will remain liable for the full cost of the non-performed service. If any fees are not paid and SnS will have to take legal or Collection action, the customer is responsible for all and any costs that SnS might incur.

### **Late Fees/Returned Checks**

Please note that all services performed require payment on the day of the performed services. If we arrive and there is no payment, we will contact you for a check. If we cannot contact you, we will reschedule your appointment at that time and you will be billed for the time. (Please see "Cancellations/Lock-Out") SnS will not be able to start the scheduled cleaning if payment is not on the jobsite. However, if there is a billing issue, a \$20.00 non-payment fee will be incurred if payment

is not made in full on the scheduled service day, and a \$50.00 fee is applied to all returned checks if made good within one day of notification. Checks not made good within one day are subject to a fee of \$5.00 a day that the check is unpaid. If the fee is not paid, **SnS** will apply the right to pursue other methods of collection, without any proof of damage being necessary. If any fees are not paid and SnS has to take legal/collection action the customer is responsible for any legal/collection costs that SnS might incur.

### **Termination**

Either party may terminate this agreement at any time by giving to the other party not less than 1 week written notice.

### **Communication**

To ensure that all your needs are considered, please address all requests and changes directly to Kathy at *Scrub N Sudz*.

### **Confidentiality**

*Scrub N Sudz* recognizes and acknowledges that this Agreement creates a confidential relationship between **SnS** and the Client and that information concerning the Client's business affairs, customers, vendors, finances, properties, methods of operation and other such information, whether written, oral, or otherwise, is confidential Information. **SnS** agrees, that it will not, at any time, during or after the term of this Agreement disclose any confidential information to any person whatsoever. *Scrub N Sudz* further agrees to bind its employees to the terms and conditions of this Agreement.

Scrub N Sudz Terms of Service:

I have read, understand and have agreed to the above terms and conditions of the Terms of Service which is provided to me with my welcome package.

Date \_\_\_\_\_

Client's Signature \_\_\_\_\_

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

Thank you for trusting your cleaning needs to ***Scrub N Sudz***.

Sincerely,

Kathy Porter, Owner  
***Scrub N Sudz***