



Emily Jane Cleaning & Care, LLC

Cleaning Service Agreement

In consideration of mutual promises and obligations specified in this agreement, the client and provider agree to the following terms and conditions:

WHAT TO EXPECT

Scheduling

Please reach out to Emily to make your cleaning day/time
315-576-7558 emilyjanecleaningllc@gmail.com

Day Of Cleaning

Your cleaner(s) are expected to arrive within an hour window of scheduling.
(Please let us know entrance details ahead of time)
A payment link will be sent to you through text or email.

INCLUDED IN EACH SERVICE

Supplies Included

**PLEASE INFORM OF ALLERGIES!!*

**ANY SPECIFIC PRODUCT ALTER MUST BE PROVIDED BY CLIENT*

General Cleaning ("Basic Clean, Upkeep, Maintenance")

- Tidy Up
- Basic dusting of corner and ledges
- Wiping down countertops
- Collection of trash
- Bathroom Cleaning
- Vac & Mop floors

Deep Cleaning ("Thorough, Hard to reach")

All tasks must be done in expectation of NO USE of aid in lifting unreasonable weight, standing on edges, climbing, etc.

- Excessive dirt/grime/hair/scrubbing
- Tidy Up
- Dusting of corner, ledges, frames, baseboards
- High touch areas (doors, frames, light switches)
- Wiping down tops and sides of countertops



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- Outside of cupboards
- In/Out Fridge
- Clean/Polish Stainless
- Cleaning Mirrors & Windows
- In/Under Furniture
- Collection of trash
- Bathroom Cleaning
- Vac & Mop

Move In / Out

- Deep Cleaning

Short Term Rentals

- Must have extra sets of linen

Specialized

- Add ons or specific task requests

WORKING CONDITIONS

Working conditions are set to ensure safety and efficiency of cleaners.

Entrance:

- Clients are not required to be home during service but are required to make home accessible during scheduled appointments. To make this happen you may: leave a code, spare key, etc.

Temperature:

- During your appointment time please have temperature set between 62F-75F

Electric/Water:

- To be able to complete our tasks we need running electric and water.

Professionalism:

- Clients and providers are required to keep it professional and respectful.
- If the client is present at the time of cleaning, they should be in a separate area of the house, not actively in the rooms the cleaners are currently working in, allowing the crew to work efficiently without interruption.



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CANCELLATION

Please give as much notice as possible if your regular cleaning will need to be altered.

Within a 6 month period - clients are allowed one free cancellation.

Further cancellations require a fee. Rescheduling is still considered a cancellation.

Further than a week - No Fee

Week of - 50% Due

24 Hours - Full Payment

PAYMENT

Pricing: Varies from home to home

There is no negotiating after the service is completed

After service price may be slightly different from quotation

Service price may increase if there is extra mess out of the regular

Due: Day of service

Failure of Payment:

Fee of \$5/ passing business day

Over accumulated time law enforcement may become involved.

Refunds:

If there are any tasks missed, or not as desired, within 24 hours the client must reach out with photo documentation. From there, a return for completion till satisfaction will be scheduled. Although refunds are not implemented since time is already past and labor is completed.



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