



APRIL LANE'S HOME CLEANING SERVICE AGREEMENT

3929 Bridge Way N. Seattle WA 98103
Seattle: 206-527-4290
Eastside: 425-649-8610
Fax: 206-223-1788

Office Hours: Monday through Friday from 8:30 a.m. to 4:30 p.m. If we are very busy, you may get our voice mail. We return our calls promptly.

Holidays: April Lane's Home Cleaning is closed on all major holidays. If your scheduled cleaning falls on a holiday, we will call or send you a letter to reschedule your cleaning one to two weeks prior to your cleaning. Please check our newsletter for current holiday scheduling.

Newsletters: Newsletters are sent to our customers quarterly. Our newsletters contain important updates on holiday closures, interesting home management tidbits, and information on additional services.

Customer Feedback: Each of our clients has different needs. Please keep us informed of any comments or suggestions you may have. The more specific your feedback, the better job our staff can do for you. In the event that you are not satisfied with the cleaning, please let management know of your concerns within 48 hours.

OUR SERVICES

Products: April Lane's Home Cleaning provides the products and equipment necessary to clean your home. Our products are earth-friendly and completely safe for your surfaces. If you would like us to use a product we do not carry, then please provide that product and we will be happy to use it in your home. We cannot, however, guarantee the safety of products that you provide. For heavy build-up or stains, we may request your permission to use a stronger cleaning agent, which may contain toxins, on a one-time basis.

We are happy to customize cleanings to fit individual needs. Please communicate these needs to our management staff and we will be happy to accommodate, so long as the requests are for tasks in which our cleaner has been professionally trained. We offer several different types of cleanings tailored to your needs. Below is a list of the tasks performed on each type of cleaning, and how the time is used.

No Risk Booking Policy for hourly cleanings. On a first time cleaning, or if it has been over a month since the last cleaning with us, we may schedule the cleaning hourly. For hourly cleanings, the cleaners work from a written list of priorities provided by the client and get as much done as possible. We encourage our clients to overbook rather than underbook the number of hours for a first time or occasional cleaning. There is no risk in overbooking because we only charge for the amount of time it takes to do the cleaning. You can book a cleaning for 10 hours and if the cleaner is done in less time, provided it is at least at our 2 hour minimum, you will only pay for the amount of time spent cleaning. However, the risk in underbooking is that the cleaning may only be partially completed, which can be disappointing. Please be as specific as possible on your priority list to ensure your cleaning is fit to your needs.

Move In/Move Out/Post Construction Cleanings These are deep cleanings in a house or apartment where there is little or no furniture, or in a home that has had recent construction. These cleanings are done hourly from a list of priorities constructed over the phone with the April Lane's Home Cleaning Operations Manager.

On-going House Cleanings

After the initial hourly cleaning, we charge you a fixed rate for regular service (weekly, biweekly or monthly). This rate includes the basic tasks listed below.

Living Spaces – Dust knick knacks, furniture, cobwebs and window sills; clean TV and computer screens; dust moldings and baseboards as needed; tidy the over all room appearance; vacuum floors and carpeting; and spot clean wood floors.

Bathrooms – Scour all visible interior and exterior parts of toilets; clean sink, counter, cabinet face and mirror; scour shower/tub walls, floor and fixtures; dust shelving, knick knacks, mirrors and picture frames; and clean flooring including back behind the toilet.

Kitchen – Clean exterior of large appliances; clean inside and outside of microwave; clean underneath and behind small appliances; clean counter tops and cabinet faces; clean sink area; and clean flooring.

Optional Cleaning Services

Our automated system allows us to give an estimate on basic cleaning services which cover the tasks the largest majority of our clients expect, as listed above. Additional cleaning services are provided upon request, for an additional charge.

Optional cleaning services include:

- Change towels and/or bed linens
- Detail clean kitchen items such as burner knobs and dish washer screws
- Clean the dish drain
- Clean small countertop appliances
- Clean windows and sliding doors
- Remove trash, and recycling and clean bins
- Spot clean telephones
- Clean fingerprints on doorway trim, doors and light switch covers
- Remove mildew stains from grout (Note: This requires toxic solutions. Some stained grout will need a grout specialist to return it to like-new condition)
- Dust blinds (depending on build up, this work may require a blinds cleaning specialist)

Specialized Services

We partner with specialists for housecleaning needs that go beyond the weekly maintenance of your home.

Please call our office to schedule an appointment if you desire any of the following services:

- Grout restoration and repair
- Window Blinds cleaning
- Window cleaning
- Carpet cleaning
- Pressure washing
- Wall washing
- Gardening and landscaping
- Gutter cleaning
- Interior and exterior Painting
- Handyman services
- Electrical work
- Professional home and/or office organizing

OUR AGREEMENT

Cleaning Times: Your cleaning service schedule will be indicated on your client data sheet. We do our best to be prompt and meet the cleaning time indicated, but traffic and other clients may affect our schedule. If your scheduled cleaner is going to be more than 15 minutes late, we will contact you. If no arrival time is indicated, then the cleaning will be done between the hours of 8:00 a.m. and 5:00 p.m. Our cleaners appreciate your flexibility. Please allow for an open time frame rather than an exact arrival time when possible.

Payment Policy: Payment is due at the time of service. If no cash or check is provided at the time of service, full payment for all amounts owed will be processed using the credit card you have on file.

Late Fee: Overdue payments are subject to a late fee of \$25.00. In addition, interest will be charged at the rate of twelve percent (12%) per annum on all overdue amounts. April Lane's Home Cleaning reserves all rights available under Washington law to collect any amounts due and owing pursuant to this agreement.

No Show Fee: If you wish to cancel or reschedule a cleaning appointment, at least 24 hours notice is required.

If a cleaning appointment is *cancelled* less than 48 hours in advance, or, if the cleaner is unable to enter the house, a cancellation fee of one half the cost of the scheduled cleaning will be charged. If an open ended cleaning is scheduled and cancelled less than 24 hours in advance, a cancellation fee of \$75.00 will be charged.

If a cleaning is *rescheduled* by the client less than 48 hours in advance, rather than cancelled, a fee of \$25.00 will be charged.

On the rare occasion that April Lane's Home Cleaning cancels a scheduled cleaning appointment with less than a 48-hour advance notice, and has no available openings for another cleaning appointment within the next five business days, the next cleaning will be provided at half price.

On the rare occasion that April Lane's Home Cleaning must *reschedule* an appointment with less than a 48 hours advance notice, a \$25.00 credit will be offered on the next cleaning. If our offer to reschedule is refused by the client for any reason, no credit will be granted.

Returned Check Fee: Returned checks are subject to a \$25.00 processing fee, and may incur late payment fees if issue is not immediately remedied.

Assigned Cleaner: Your assigned cleaner is indicated on your client data sheet. This person will be your regular cleaner with the exception of illness, vacation, or personal emergency. In the event your assigned cleaner ends employment with the company, he or she will be replaced with another trained cleaner who has been briefed on the details of your home and cleaning services.

Loss or Breakage: April Lane's Home Cleaning is licensed, bonded and insured well beyond the minimum amounts purchased by many housecleaning companies. Ask our office for details on insurance limits.

SERVICE QUALITY GUARANTEE

April Lane's Home Cleaning strives to provide outstanding cleaning services for our clients. **If you are unhappy with any cleaning service provided, you are required to notify us within 48 hours of service in order for us to address and correct the problem.**

If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge and additionally provide one half hour of cleaning services at no extra charge to compensate for your inconvenience.

If we do not receive notice of a problem within 48 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to correct the problem for you nor will you be compensated for your inconvenience.

Please keep in mind that, if you have purchased hourly cleaning, we can only guarantee that a cleaner will stay for the specified amount of time. We may not be able to complete all tasks if time runs short. Therefore, if the problem involves the time needed to complete the cleaning service rather than the quality of the service itself, we can only correct the problem if you purchase additional cleaning time.