

Terms and Conditions

HOW OUR RATES ARE CALCULATED

Your rates are calculated based on the information given to us in the Contact Us form on our website. We charge a hourly rate. We are a Professional and Legal Cleaning Service that complies with all Washington Labor Laws and Legal Business Operations. This includes Worker's Compensation, Payroll Taxes, Liability Insurance. We also offer competitive Industry Wages and Benefits to our Staff Bonuses. Rates are non-negotiable.

TIPPING

Gratuity is not required but always appreciated for a job well done. 10 - 15% is the general rule of thumb.

If you are happy with your cleaning and choose to leave gratuity, please leave tip at your home on cleaning day (separately from cleaning payments).

HEALTH AND SAFETY

Due to health and safety reasons, we do ask to be informed beforehand if and of the following is present in your home. Mold, human, pest (flea and rodent infestations, etc.) or pet waste and bodily fluids. If we come into a home that requires this type of cleaning, there is an extra charge for Bio-Hazard clean-up.

We do not climb higher than a 2-step ladder. We do use extension poles for higher items that need dusting and cobwebbing.

Cleaning Techs are required to wear closed toed, non-skid shoes while cleaning with shoe covers over top.

To ensure the best quality of service, best rates, and safety of our staff, All City Cleaning uses only Company supplies and equipment.

3 STRIKE POLICY

We understand that life happens. Things come up that you may not be able to plan for. For this reason, we have established a policy that allows for some wiggle room.

We require **1 business days** notice to cancel an appointment without penalty.

There will be a 50% cancelation fee for the second occurrence.

If you do not give us this notification three times, service will be suspended.

This also applies to LOCKOUTS, meaning that we are not able to access your home on the scheduled day.

We strongly recommend and provide free of cost a coded company lockbox that can be installed in a discreet location on the exterior of the home. That way, there will be no incident of missing hide a keys, forgetting to leave the door unlocked, etc.

Schedules can always confirmed via email or text before initial service is started, upon request. Please note that Monthly cleanings run on an **every 4 week rotation** and depending on how the schedule falls, there will occasionally be 2 cleanings in one month. Please add the cleaning schedule to your calendar as we are not able to give courtesy reminder calls each time.

ARRIVAL TIME

Cleaning service occurs between 9am- 5pm on your regularly scheduled day. Given that each home that we clean varies in the amount of time it takes to clean, we can not guarantee an exact arrival/ departure time.

CLEANING TECHS

There will generally be 1 – 2 Cleaning Techs assigned to your home after the First Time Clean. Given how scheduling works, we are unable to guarantee the same Cleaning Tech each visit.

ARRIVAL DAY

All City Cleaning makes every effort to consistently schedule a predetermined set day that we arrive for each cleaning. If for any reason we need to reschedule due to staff illness or other unforeseen circumstances, we will give you as much notice as possible.

ACCESS TO YOUR HOME

We will discuss arrangements of how to access your home before your first service. Clients generally provide a copy of the house key for the company which alleviates the need for the clients to remember to leave out a hide-a-key or having to wait around to let us in each visit (which also avoids lock out charges). We will install a small coded company lockbox in a discreet location on the exterior of the home for the key or we can keep a copy of the in our locked and secure lockbox.

PAYMENT

We accept all major credit cards, PayPal and check. For ongoing service we offer the convenience of Auto-Pay through PayPal or Credit/ Debit Card.

GETTING READY FOR THE CLEANING

Don't "clean" before we arrive, but do "pick up" as much as possible in areas you would like us to clean. This will allow us to focus more on detail and quality for you. To avoid possible breakage we will not clean heavily cluttered areas (shelving, countertops, etc).

THE SETTING

We request that the house be unoccupied during the time of cleaning. This way we can be the most efficient and give the best rate possible. We understand this may not always be possible and it would just need to be something to be discussed before setting up service.

For example, if a client has a home office and is on conference calls, we would need to arrange our cleaning visits around that since we wouldn't be able to run the vacuum cleaner during that time.

Or if there is a little one at home, we would want to arrange cleaning time around nap times, etc.

PETS

We love them! But please secure any pet that may be a threat. Also, we do not clean up after sick pets or pet accidents.

BREAKAGE

It's bound to happen sometimes. We do our best to prevent it and effective communication is very important.

1. Sometimes breakage occurs when there are "booby traps". Those are accidents waiting to happen. We are often handling things that aren't normally touched (pictures not hung securely (e.g. with thumb tacks), top heavy items with unstable bases, wobbly, tippy objects). Each incident is reviewed on a case by case basis. We cannot take responsibility for "booby traps". Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets or clear wet bar shelves).

2. We will pay up to \$100 per breakage item, when value is verifiable. If the damage is valued at more than \$100, a Liability Insurance Claim and Investigation will need to be opened through our insurance carrier.

3. In some cases we will have the broken item repaired by a professional restoration company. Breakage values over \$25 must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection. Breakage must be reported within 24 hours of discovery.

As owner of All City Cleaning I take responsibility for my employees and their actions. Our policies are designed to help minimize risks. I will personally review any unresolved incident to insure the fairest resolution possible. You are our valued customer and we wish to resolve each incident to your satisfaction.

To ensure the best quality of service and best rates, All City Cleaning uses only Company supplies and equipment. Although, if you prefer we use your vacuum for your carpets, we will be more than happy to do that for you.

Please do not hesitate to give me a call if you need further clarification on any of our policies. We clean all homes with as much care and respect as possible. When we fail, I seek your communication on the matter. We never want an issue to go unresolved. Thank you for your confidence in allowing us to handle life's most expensive possession - your home.