

TERMS & CONDITIONS

BY BOOKING YOUR CLEANING SERVICE ONLINE, PHONE, EMAIL OR ANY OTHER FORM OF COMMUNICATION YOU AGREE TO THE FOLLOWING TERMS & CONDITIONS:

COVID-19 Policies:

Please inform us of the following, at your earliest convenience:

- If you are recommended to be self-isolating or awaiting test results.
- If you or anyone in your household have tested positive for Covid-19 in the past 14 days.

We choose to adhere to public health orders. Our crew is required to wear masks at your request. Our *Late Cancellation* will be applied if the cleaning visit is canceled with less than 24 hrs notice, *regardless of any symptoms*.

Vaccination Requests

If requested, we cannot guarantee that we are able to send a fully vaccinated team member. We will do our best to accommodate your request and if we are unable to fulfill your request we will notify you. If the cleaning team is turned away at the door our *Lockout Fee* will be applied. Our Late Cancellation Fee will be applied if the cleaning visit is canceled with less than 5 hrs notice.

The Cleaning Visit:

Booking Confirmation

Prior to your initial visit, we ask that you reply to our *Booking Confirmation* email with important questions regarding your cleaning visit. To enter your home you may leave us with a code, instructions about a hidden key, or be home. We will not keep a key in our possession. If the cleaner is not able to enter your home, we will contact you promptly. If we are not able to reach you or are not able to enter the home for any reason our *Lockout Fee* will be applied.

Cleaning Supplies

We provide all the cleaning supplies to clean your home. We will use your vacuum cleaner & mop if it is accessible and in good working order. If it is not, we provide all teams with a vacuum cleaner & mop as a backup. Teams are not permitted to use cleaning products supplied by the client unless it is pre-approved by management. We are not liable for any damage if using client-supplied products.



If you require any specific cleaning products or methods to be used on any item in your space, inc. but not limited to furniture, appliances, floors, etc., you must inform us prior to your cleaning visit. If something is damaged and specific instructions were not given, we are not deemed liable. We do not provide garbage bags & will use your own to refill your garbage can.

Arrival Time

Due to the unpredictable nature of our industry, we cannot guarantee our exact time of arrival. We require the flexibility to arrive within 1hr of the time listed on your Visit Reminders. If for any reason we are unable to arrive within the 1hr timeframe we will call or email you at our earliest convenience. Visit Reminders are sent via email 48hrs prior to your scheduled visit and 24hrs via text message.

Scheduling

If for any reason you need to reschedule your cleaning visit to take place on a different day or rotation please notify us at your earliest convenience. A \$25 rescheduling fee will be charged to change the scheduled day/time of your cleaning visit, if you reschedule within 24 hours of your original scheduled cleaning..

If for any reason we need to reschedule your cleaning visit for that day we will contact you by 9:30am. This may include but is not limited to reasons such as: inclement weather, traffic conditions, unforeseen cancellations, illness etc. We reserve the right to reschedule your cleaning visit subject to our availability, with no added discount or reimbursement.

At times we may need to alter the start time of your visit. If it is within 1hr of the regularly scheduled time you will only be informed via email/text visit reminders, otherwise we will email to inform you.

Weather & Road Conditions

We are unable to service homes in the areas where the State has deemed highway travel unsafe due to inclement weather. We reserve the right to reschedule your cleaning visit subject to our availability. We will notify you immediately if we need to reschedule your visit.

If there are poor road conditions or school closures due to weather conditions and you are unexpectedly home during your cleaning visit we will simply work around you. Our *Late Cancellation Fee* will be applied if the cleaning visit is canceled with less than 24hrs notice.

Team Assignments

Our goal is to provide you with the same team to clean your home each at each visit however this may change due to booked time off, illness, etc. You can expect to have a consistent quality clean every visit, as we train all our cleaners to the same exceptional



standard. We are not required to inform you if we are sending a new team than the one regularly assigned.

Tipping

Tipping is neither expected or required, but always appreciated. Should you choose to leave a cash tip, we ask that you please leave a note clearly stating "TIP" so our cleaning team is aware they are permitted to take this money. You can also choose to leave a tip when you pay online via the payment link in your invoice. If you wish to add an automated tip regularly, you can call our office to set up an automated tip. 100% of tips are attributed to the team members who completed your cleaning visit and are distributed biweekly.

Communication

All communication must be kept between you, the client & the FYKA Fresh Cleaning Co. office. We ask that you do not contact your cleaner directly. This is simply to provide seamless operations & maintain privacy, etc. You may contact the office by phone or email anytime and expect a timely response.

Pricing

Your recurring service is flat rated at an hourly rate based on frequency and the details of the home. All of our cleaning is billed hourly at our current rate of \$50/hr. Any additional requests need to be arranged prior to the service with the office team. Your team is not authorized to deviate from the work order without prior approval from management. All additional time is charged at \$50/hr.

The quoted time spent at the visit is based on labor hours. A labor hour is defined as one (1) hour of labor performed by one (1) person. Therefore, a team of 2 (two) working for one (1) hour is 2 labor hours. We may send an additional cleaner for training, at no additional cost to you.

We evaluate our rates annually and reserve the right to alter pricing in line with increases in the cost of fuel, wages, cleaning supplies etc. In this event, we would inform you by email.

Additional Time

The amount quoted is based on the number of labor hours estimated to complete the work. Because we quote homes sight unseen, the service could take more or less than the time estimated. Should the team require more than the estimated time, we will call you for approval during the service at the number provided at the time of booking. If we are unable to reach you, we will approve the time and invoice accordingly. The additional time is charged at \$50/hr. If the additional time is requested, but not



approved, the team will exit at the originally scheduled time and we will inform you as to which tasks were not completed.

Damaged Items

Our cleaning crew is required to inform us immediately of any damage that may have happened. We will then contact you at our earliest convenience. Each matter will be handled individually.

In the event that we break or cause damage to your property during the cleaning and it has not been reported, you must inform us within 48hrs of your cleaning visit. Please submit your report to support@fykafreshcleaningco.com with the following information:

1. What item was damaged
2. What is the fair market value of the damaged item
3. Multiple photos showing the damage on the item

Unfortunately if a report is not filed within 48hrs from the date of service we are unable to file a claim and thus cannot pay, fix or refund for any damages caused. It may take between 4-12 weeks to receive reimbursement or replacement depending on the situation. FYKA Fresh Cleaning Co. will use their discretion as to how much is reimbursed and/or if we are fully liable for the damage.

Health & Safety

Our teams are not required to move or lift heavy items unless they can be moved easily with two hands. Our teams are only permitted to clean what they can reach with a two-step ladder & an extendable duster. Climbing on counters, client-supplied ladders or furniture is not permitted, and they are not permitted to move refrigerators, ranges or other large appliances. Therefore we do not clean behind/under them unless the homeowner has moved these items prior.

We have the right to refuse to clean up any animal or human feces, bodily fluids (vomit, urine, soiled clothing) or any other hazardous materials. If the cleaner feels unsafe for any reason, we have the full right to leave the home immediately. We inform you and determine if we will return.

Pets/Pests

We love your furry friends, but it can take extra time to clean up after them. We ask that you have your pet(s) in a kennel or confined space while we clean. We reserve the right to leave any job if for any reason we feel unsafe around your pets and our *Lockout Fee* will be applied.



We do not clean homes with rodent activity or pest/insect infestations. If we send a team to your home and they discover evidence of such, we will immediately extract the team and a *Lockout Fee* will be charged. If applicable, we may charge a fee to disinfect & sterilize our supplies.

Quality Control

We want you to be consistently happy with our work, for that reason we want to know how you feel we are doing. We will send a quick one-click survey monthly to get your feedback. We also appreciate your feedback via google and other platforms. Our Quality Assurance Team completes numerous Quality Check-Ins on our cleaning teams each week to ensure a high quality clean.

We offer a 100% Satisfaction Guarantee. Please inform us by email or phone supported by photos of any dissatisfaction within 24 hrs of your cleaning visit. This provides you with the opportunity to have us come back to fix the cleaning tasks that were not done well or that were missed. The fix-up visit time & date will be in accordance with our availability within 5 business days of your visit. If we do not have availability, we will offer a discount at our discretion. We do not offer refunds for services rendered.

Misc.

On occasion we will take before and after photos at the homes we clean. These photos will be limited to specific things in a home, and not the home as a whole. *Example: a sink before and after it is cleaned.* If you prefer we not take photos at your home, please inform us.

The following items are not included in any scope of service: mold/mildew remediation, hard water scale buildup removal, deep grout cleaning, smoke damage, laundry, refinishing surfaces, removing windows, heavy organizing, or any task deemed a restoration service.

The client may not solicit employment from any FYKA Fresh Cleaning Co. employee. In the case of termination of this agreement, the client shall not solicit employment of any FYKA Fresh Cleaning Co. employee for the duration of a 12-month period.

Violation of this non-solicitation agreement will result in a \$1000 Recruitment & Training fee charged to the client.

Holidays

FYKA Fresh Cleaning Co. is closed for business on all provincial Stat Holidays including Terry Fox Day & Remembrance Day. If your cleaning visit lands on a holiday we will be in contact with you the week prior to reschedule your cleaning visit for another day that week.



Payment

Payment for the service is due *upon completion of your cleaning visit*. If requested, your credit card can be charged automatically after each visit. Please call our office to set up auto-charge payments. E-transfer is also accepted & Instructions are sent via email with the invoice upon completion of the visit. Cash & cheque are only accepted forms of payment for commercial & post-construction cleaning services or services performed for a company. All billing inquiries should be directed to the:

FYKA Fresh Cleaning Co.
1235 East Blvd Suite E PMB 1332
Charlotte NC, 28203.

All clients must provide a credit card on file at the time of booking. We reserve the right to charge the card on file if we have not received any other form of payment within 7 days of the cleaning visit. FYKA Fresh Cleaning Co. will charge an NSF fee of \$50 for declined payments after 30 days.

After 30 days, your account will go into our collections department, it will be charged a \$50 Collections fee upon entry & every thirty (30) days. Discounts are not valid in collections debt and it is expected to pay the full amount inc. any new fees. Any late payments that go past 30 days from the date of the invoice will be placed into collections. If no payment is received after 90 days your account will be handled by an external Collections Agency, which can affect your credit score.

Cancellation, Rescheduling & Lockout Fee

We understand unexpected situations arise, out of fairness to other clients & our cleaning crew we reserve the right to charge the fees listed below regardless of the situation.

Late Cancellation

If you need to cancel your cleaning visit for any reason, we require a minimum of **24 hours notice** from the visit time. Less than 24 hours notice is considered a Late Cancellation and will be charged a Late Cancellation Fee of 50% of your cleaning visit total before any discounts. Same day cancellations will be charged a *Lockout Fee*.

Rescheduling

If you need to reschedule your recurring or one time cleaning visit, you will be charged a \$25 Rescheduling Fee after the second reschedule. Rescheduling will be subject to our availability. If you contact us to reschedule within less than 24 hours from your scheduled visit, the Late Cancellation Fee will be applied.



Lockout Fee

If for any reason the team cannot access your home at the time of your cleaning visit, it will be considered a Lockout. If for any reason, the team is turned away due to unforeseen circumstances at your home, it will be considered a Lockout. Lockouts are charged **100% of the scheduled service rate.**

Termination of Services & Right of Refusal

Service may be terminated at any time by either party for any reason. At least 5 hrs advance notice is required to cancel services or the Late Cancellation Fee will apply. FYKA Fresh Cleaning Co. reserves the right to refuse any job for any reason.

