



CLIENT POLICY AGREEMENT

SERVICE INFORMATION, HOURLY RATES & PAYMENT AGREEMENT

1. Our hourly rate is \$51.5 plus tax per cleaner per hour of service. If you request two cleaners to be in your home the hourly rate is \$103 plus tax per hour. This usually works out to be about the same amount on the total bill, but the clean will be completed in half of the time. We charge a minimum fee of \$105 plus tax for cleans two hours in duration or less. Team cleans will only be for first cleans, spring cleans, or homes that will be 5 hours or more. If cleans are under 5 hours the clean will be completed by 1 cleaner only.
2. First cleans take much longer than maintaining a home. We will suggest an approx. budget for this. However, the client can set an amount they do not feel comfortable exceeding for this clean during the meeting. Keeping in mind the entire clean may not be able to be completed if areas need extra attention. You are also welcome to set a priority list for us to focus on within your budget for the first clean. It is important to note, your list may not be able to be fully completed but we will focus on those areas first. The suggested budget provided is not a quote and is only a suggestion that can change depending on length needed in each area. When we are approaching an amount, a client is not comfortable exceeding we will give the option to increase the budget if needed. If we cannot reach you by phone or email about increasing the budget we will finish the rooms we are currently working on along with floors on those levels. This may mean not wiping down other rooms or levels just to ensure floors are completed on the levels we are working on. This could mean exceeding the budget just to finish this off. If we cannot reach you during a first clean, we have to make this judgment call ourselves. We do not contact clients for permission if the budget will only exceed by 30 minutes. However, if this is a concern, please inform us during the meeting or when the budget is set so we can contact you sooner if needed. The suggested budget will be mentioned during the client meeting.
3. We offer weekly, bi-weekly, every 3 weeks, and monthly services. If you or someone you know wishes for a one time clean the same process of a client meeting/quote will be completed. If you are a current client and wish to have your service changed to occasionally you will be sent your CIF. If you decide you want a clean you will need to email us this form as we will no longer hang onto your information for risk of you not having a service. Please note, the quote may no longer be accurate if there has been a larger gap between cleans. If you have not had a service with us for 1 year a client meeting will need to be booked to ensure the quote/home has not changed.



4. We accept credit card and e-transfer as method of payment. Payments are due the day of the clean, and no later than 48 hours after the clean itself. If you would like to pay by the month this option is also available. For credit card payments, this must be arranged with the office. A fee of 2.99% would be charged in addition a .25 cent fee.
5. For any late payments of 1 plus months there will be a 2% fee applied per annum. If payment has not been made within 48 hours of your next scheduled clean, that clean will automatically be cancelled.
6. To cancel a clean, you must notify our office at least one hour in advance of the clean. If we are given less than one hour notice (even if only 5 minutes past the hour) your full cleaning time will be charged. If you have an initial clean scheduled for that day or a spring clean a fee of 2.5 hours per cleaner assigned will be charged. If you have requested extras for your clean that day requiring help of an additional cleaner a 2 hour fee on top of your regular cleaning time will be charged. If the cleaner has already left their home and is on route to your location you will be billed a gas fee in addition to the cleaning time. If cancelled mid-way through the clean a 2-hour minimum fee will be charged if the cleaning has already started and is less than 2 hours. For sick policy please refer to the section below titled Health & Safety.
7. If you have decided to put your services on hold for any reason, we will hang onto your information for 6 months from the date of your last clean with us. At the 6-month marker if we have not heard from you, we will remove all your information from our system. If you wish to return later a meeting will be set back up to provide a new and updated CIF and quote.
8. If your clean should land on a holiday it will be automatically cancelled. If you wish to reschedule the clean you are welcome to do so by emailing or calling the office in advance. Please note, your schedule does not change just the one clean is cancelled.
9. We encourage you to subscribe to our newsletter or check the website monthly for important information. You can visit our website to subscribe. A reminder will also be posted on our social media accounts when the newsletter has been updated or emailed out. This will contain price increases, policy changes, holiday closures, fun tips and tricks, donation info, and more. We will not be emailing you about changes made. They will be sent in form of the newsletter. It is the client's responsibility to review this information and contact the office should there be any concerns or questions.
10. If we arrive to your home and are unable to get in for whatever reason such as not leaving a key for us or changing access code, etc we will wait a total of 5 minutes after contacting you through phone and email. Same fees will apply as stated in point 6.



11. Gift cards can be purchased at any time by contacting the office through email or phone. Gift cards can also be “won” by our referral incentive program. If we earn 2 clients which become regular full-time clients we will issue a 1-hour gift card to the client that referred us. Please note we track your referrals for you. Full time clients are those that become monthly, bi-weekly, or weekly not a 1 time clean. To use a gift card this must be presented during the clean in which you want to use it towards. If the gift card is not left out, we will not be able to apply it to that clean. This gift card will be picked up by your cleaner and returned to the office for our records.

YOUR CLEANER

1. Weekly and bi-weekly clients are set up with the same cleaner(s), while monthly clients may have a different cleaner each time, depending on availability.
2. If your clean lands around noon/1230 or later allow for 30 minutes – 1 hour past this time. We could be late due to traffic, inspections on the cleaner, personal matters, or a clean prior to yours needing more time. We will do our best to inform you via email if this is the case
3. If your cleaner is sick or takes time off, we will give you as much notice as possible. We guarantee we will let you know as soon as we do. At this time, you can make the decision to either do one of three things:
 - a. Have another cleaner complete your clean that day.
 - b. Reschedule your clean to a different day with your cleaner. If they are available.
 - c. Cancel that clean.
4. If you are a weekly or bi-weekly client and your cleaner decides to leave the company, you will be notified by email if you have had the same cleaner for 6 plus months.

As monthly clients are not guaranteed a particular cleaner, they will not receive an email unless the employee leaving directly impacts one or more of their scheduled cleans.

5. Your cleaner may take before and after photos of certain items/rooms in your home for our social media/website. Please note, no family photos will be shown in this work. We will make sure if photos of family members can be seen these are blocked out. If you prefer photos not to be taken in your home at all to let us know so we can make note on your form.



OUR PRODUCTS

1. We supply all our products including vacuum, mop, etc. We are a green company and use a product known as Norwex, which is a chemical free and scent free product that is safe for you, children, pets, and all areas of the home itself. All other products brought in that are not the Norwex brand are all natural as well. The only products we do ask a client to carry are toilet brushes and to replace them as needed and a step stool for areas we need to reach higher up. Please note, we cannot use anything higher than a 3-step ladder.
2. If you would like us to use a chemical cleaner in your home, please keep in mind the following:

Some of our employees have chemical allergies which is an important reason why they decided to join our team. If you choose to have us, use a chemical in your home, and the cleaner is allergic to it; they will not be able to comply with your request. At this point we can discuss alternatives or switch your cleaner.

The client will be responsible for supplying and maintaining those products, and all materials we need to use them. i.e. / for chemical floor cleaners, the client would need to provide the floor cleaner itself as well as the mop and bucket used to clean with it. Many

chemical cleaners would strip our products of their beneficial properties, and therefore cannot be used with them.

To complete a clean, our cleaners need access to electricity and running water. Please make sure to inform us if either of these utilities are being shut off on the day of your clean so that arrangements can be made.

If the cleaner arrives to your home and finds the power out or the water turned off, we will contact you through telephone and/or email. If we do not hear back within 15 minutes, the cleaner will leave the home, and the same fee will be charge as per the cancellation policy under section Hourly Rates and Payment Agreement point 6.

In the event of a power outage, you will be contacted so we can ensure that it isn't a circuit breaker, or something else that we can fix with your instruction. If the power remains off, we will wait 15 minutes for it to return (the client will not be charged for this time). After this amount of time has passed with no change, we will contact you to



reschedule the clean. In this case, the client will only be charged for the time spent cleaning.

OUR STANDARD CLEANING DUTIES

This is the list of all cleaning duties that will be completed in your home when you hire our service:

- Vacuuming and mopping of all floors
- Windows on the inside
- Appliances on the outside
- Light fixtures for cobwebs (if safe). This applies to any object in your home. If we start to clean a particular item in your home and notice that the item is loose or potentially could break, we will stop touching that item and inform you of it. We also stay 2 inches away from any light fixture with our duster to ensure that it doesn't get damaged, but still take care of any cobwebs that may be around it.
- Wiping of walls (any marks that can come off), backsplashes/ cupboards
- Dusting – moving all easy to move items and getting under them. Please note we do not move heavy furniture such as beds, couches, etc
- Door frames/ door ledges (the detail in the door)
- Light plate covers
- Handles
- Cobwebs

If you would like us to clean the inside of the microwave you are welcome to leave a note for the cleaner the day of your clean. If you would like us to do the inside of the fridge or oven, we require one week notice sent to the office. No extra fee will be charged for appliances only the time that it takes to clean them.

Once your clean is down to a consistent time, please let us know 1-2 days in advance if you feel that your clean may take longer that day due to a party, renovations, being on holidays, etc. This is because most cleaners will have another client scheduled later in the day and may not be able to stay longer than 15-30 minutes extra.

DROP-IN INSPECTIONS

To ensure that cleans are always up to company standards, as well as your own, members of management complete regular drop-in inspections on all cleans.



These inspections occur only while the cleaner is in your home. These inspections can occur during any clean and may occur multiple times in a row. We believe that one way to ensure quality is to make sure that employees know that an inspection can occur any time.

If you are home during your clean, this is also a great time to address any issues or questions that you may have had regarding previous cleans.

It is important to note that if you do have a manager completing your clean, they may be required to leave during your clean to complete an inspection. You are not billed for this time. You are only charged for the time the cleaner is cleaning. Inspections are important to us and our clients and sometimes they do not always line up with the end time of cleans. It is also important to note this manager may arrive late to your clean if they have an inspection mid-day. We will do our best to email or call you to inform you of this.

If your home requires registered parking or you pay additional for gas inspections will be unable to be completed. If you should have any concerns and would like an inspection done, please let us know in advance so we can arrange parking with you.

HEALTH AND SAFETY

Keep in mind that your money goes to so much more than just the clean itself: it goes to the safety of that clean.

Amanda Norman holds the title of Health and Safety Rep for Clean & Tidy Inc. She ensures all homes are safe and may contact clients via email or phone if a safety or health hazard has come to her attention. Health and Safety audits are completed monthly.

A health and safety audit will consist of one of the reps choosing a home randomly to inspect for health and safety. This inspection will happen during the time of a clean and the report will be kept confidential. If you wish to see the report, you are welcome to ask for a copy for yourself.

Please note any health or safety hazards must be corrected before the cleaner can complete the next clean in that area, home, or office.

To clarify, Clean & Tidy and all our employees are covered under W.S.I.B.

If a cleaner gets injured in your home due to fault of their own, it is the responsibility of Clean & Tidy Inc. The client will not be held responsible for damages unless determined by WSIB when reporting the claim. WSIB will have the right to access or ask for photos of where the injury took place to determine how this occurred. If the injury was caused due to the home being unsafe the client may be at fault. To prevent this please make sure your home and areas



in it are always safe. Always check for trip hazards, electrical hazards, sharp objects being left in places we can't see well, etc.

Please note that if your cleaner is pregnant and a step stool has been used in the past for something in your home, we will be unable to do this during their pregnancy.

We are also bonded and insured. This protects your items in your home. We treat all items with care and love, however; accidents can happen and if needed insurance will be used to cover this damage.

For extra peace of mind, it is mandatory for all employees to provide us with an up-to-date police check prior to officially being hired.

As a client of ours you are more than welcome at any time to request all of these documents, and we will be more than happy to send them to you via email.

In addition, we are more than happy to send you as many references that you request via email. These references all have that client's phone number on them which you are welcome to contact.

In the warmer months, we reserve the right to open windows and turn on air conditioning units during cleans to ensure the wellbeing of our cleaners. Our cleaners are instructed to always close windows and turn off the air conditioning (or return it to the level it was set at) before they leave the home. Please let us know if a cleaner has failed to do so.

If the home is not equipped with air conditioning, and opening windows does not alleviate the heat, we also reserve the right to end the clean and instruct the cleaner to leave if the temperature in the home reaches unsafe levels for the physical exertion of cleaning. In this event, clients will be charged for the time spent cleaning as follows:

Under 30 minutes – Will be the same as the cancellation fee as per section Hourly Rates and Payment agreement point 6.
Under 2 hours – \$105 plus tax
Over 2 hours – Clients will only be charged for the time spent cleaning

To ensure the safety of our clients and staff, we do not allow cleans to take place in homes where one or more people are home sick. If you or a member of your family is staying home with an illness the day of your scheduled clean, please call us as soon as possible so that we can reschedule.



If the cleaner arrives to find someone home sick, they will end the clean and charge the same amount as stated in section Hourly Rates and Payment Agreement point 6.

This is a policy that we take very seriously, as our cleaners are in many different homes throughout a normal work week. Therefore, it is our responsibility to take every precaution to make sure not to spread illness from home to home. Many of our clients have young children, are elderly, or are caring for an elderly relative. In addition to this, we have no way of knowing if any of our clients or a member of their household has a condition that leaves their immune system compromised, making even a cold a serious concern.

It is for this same reason that Clean & Tidy Inc provides its staff with more than the average amount of sick and personal days, so that they may be used liberally to take care of themselves and their family.

HOW WE ENTER YOUR HOME

It is completely up to you how you would like us to enter your home.

You may:

- a. Supply us with a key to your home. In this event, a picture is taken of our copy so that we have it on file. The cleaner entrusted with it will label the key with your first name only. Client keys are never kept on the same key ring as a cleaner's personal keys.
- b. Provide us with a garage code which will be kept confidential between your cleaner and our office.
- c. Leave the key in a discreet location on the property and let us know where you placed it. Your cleaner will discreetly return it to that place at the end of your clean, unless otherwise instructed.
- d. Simply let the cleaner in yourself and provide us with instructions for locking up if you will not be there at the end of the clean as well.

It is very important to us that our clients feel as comfortable as possible about us being in their home.



Please note that if you are usually home during your clean, and there happens to be an off time that you are not going to be present, please make sure that there is an alternative form of entry such as a key or garage code provided.

However, we will assume that we are only allowed to use the garage code or key that one time and that you will be present for the following cleans unless otherwise instructed to use them as an alternate method of entry.

CONTACT

For privacy reasons, and to ensure effective communication, we request that all business related communication stay between the client and Shelby (Owner).

We do not allow the client to request a cleaner's email and/or personal information.

When changes happen within the company such as rate increase, policy changes, supplies, and other these will be announced in our newsletter sent monthly. We do encourage you to sign up as an email will not be provided with these changes.

If you have any questions regarding our policies, please feel free to contact us.

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