



1419 Riverside Ave Unit C
Fort Collins, CO 80524
970.215.2224
www.cleaningallstars.com

Service Agreement for Residential Cleaning

Additional Services Anything outside of our agreed upon scope of work, including the cleaning of rooms not originally included in the bid, are considered add-ons and additional fees apply. All add-ons must be processed through the office, and not through the cleaning techs of All Star Cleaning Services. Employees are not authorized to deviate from the work order without prior approval from management.

Lock out policy Please be sure we can enter your home, either by providing us with a key, a code, or leaving a door open. If we arrive for a scheduled service to find we are unable to access your home, a lock out fee of \$40 will be charged.

Cancellations Please provide at least 24 hours notice for all cancelled appointments so we may have time to re-fill the time slot. A \$40 cancellation fee will be charged for all cancellations with less than 24 hours notice. This fee is passed directly to the cleaners assigned to your home to protect the stability of their paychecks.

Arrival Times Due to the time consuming, unpredictable nature of cleaning, All Star Cleaning Services cannot guarantee the exact time of arrival. We require the flexibility to arrive and depart between the hours of 8:45 am to 4:00 pm. For your convenience we can give you an estimated block of time to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated arrival time due to circumstances beyond our control such as traffic conditions, etc. If we arrive for a scheduled service to find we are unable to access your home, a lock out fee will be applied. We encourage all our clients to issue us keys so that arrival times will not be an issue.

Payment Payment is due at the time services are rendered. We accept cash, check, and credit card payments. Checks can be made payable to All Star Cleaning Services. We do not accept post-dated checks. There is a \$25 fee for all returned checks. In the event we arrive to clean your home and there is no check left, your credit card will be billed automatically. If you choose not to keep a credit card on file with the office and there is no payment left, the cleaners will leave and a \$40 fee will apply.

Tipping Tipping is not required, but always appreciated! If you choose to leave a cash tip, please place with a note clearly marked "tip". Our staff is not allowed to take any money that is not clearly marked "tip". You may also call or email our office to request that a tip be added on to your credit card payment.

Rate Changes

- 1) All Star Cleaning Services reserves the right to reevaluate rates at any time based on the amount of time it is taking to perform our services in order to meet our client's standards.
- 2) We monitor the actual cleaning time for the initial 2-3 months of service and occasionally thereafter. All Star Cleaning Services will contact the client to discuss possible price *or* service revisions if the cleaning time differs drastically from the original bid.

Non-solicitation agreement During the course of this agreement, the client shall not solicit employment of any of All Star Cleaning Services' employees; or in the event of the termination of this agreement, for a period of twelve months following that termination. Violation of the non-solicitation agreement will result in a \$2,500 recruitment and training fee charged to the client, which you agree to pay promptly.

Termination of services Services may be terminated at any time by either party for any reason. Please kindly give 24 hours notice for all cancelled appointments.

Safety For safety reasons, we do not move anything weighing more than 25 lbs. If you wish us to clean behind anything heavy such as a couch or refrigerator, please move it prior to service to allow us access to that area. We use a two-step ladder. This allows us to clean windows, furniture or fans; we can only clean what we can reach with a two step ladder or extension pole. Shoes must be worn inside the home at all times for the health and safety of our cleaning technicians. We are unable to clean bodily fluids, pet accidents, etc. including cat boxes and dog kennels, due to required additional training and equipment.

Supplies All Star Cleaning Services will provide all cleaning equipment and supplies with the exception of trash can liners, which are to be provided by the client.

Weather All Star Cleaning Services will be closed for business when severe weather conditions prevent Poudre School District Public Schools from opening. We will email you to reschedule.

Holidays All Star Cleaning Services will be open for regular business during all national holidays except: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. If your regularly scheduled cleaning falls on one of these days we will reschedule your cleaning automatically and contact you with the alternate cleaning date.

Quality Control At All Star Cleaning Services we want to be sure that you are consistently happy with our service, but we are human and a mistake might occur. Please notify us within 24 hours of your cleaning if you are displeased with the quality of service so that we can return to correct the situation in a timely manner without additional charge. In addition, any suggestions that you may have to help us improve the quality of service are very much appreciated.

Breakage/ Damage All Star Cleaning Services' staff takes great care when cleaning your home, but occasionally accidents do happen. If you notice any breakage/damage please notify us immediately so that we may take the appropriate action.

I have read, understand, and have agreed upon the above terms and conditions.

_____ Date _____