

BLUE TEAM GENERAL SERVICES

102-7 ROANOKE RD, NORTH YORK ON M3A 1E3

TEL: 647-280-1440, 647-501-2706

BUSINNES NUMBER: 200915668 HST: 849497003

www.blueteamclean.com

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TERMS AND CONDITIONS FOR FIRST TIME CLEANING*, WEEKLY, BI-WEEKLY, 3 WEEKS AND MONTHLY BASIS.

*FTC – First Time Cleaning meaning other than regular cleanings without regular basis.

1.- GUARANTEE.- We guarantee our work, your satisfaction is important to us, call or txt us within 24 hours and we will come back and re-clean the area. No additional charge.

2.- ARRIVAL NOTICE.- We try to get the best planned schedule, however when we booked you at specific time, please understand that we can only give you an approximate time, since many things can affect it such as traffic, car failure or additional time with previous client. You always be notified if something like this occur.

3.- KEY .- If you are not going to be home at the time, please make arrangements with us before you leave. You can provide us a key that only be used at time of cleaning (please see Privacy Policy), leave a key in a lockbox, leave a key with Security/Frontman/Concierge if building permits under their rules and regulations.

4.- PAYMENTS.- Blue Team General Services only accepts payments with cheque, cash or interact E-transfer using any of the e-mails listed on top. Cheques should be made under Blue Team. A \$42.00 fee is applied to all NSF. Payments for all services is due at the time of cleaning. You can make payments in advance. A \$10.00 non-payment fee will be incurred if payment is not made on service day, up to a maximum of 3 days. We cannot offer refunds, however if you are not happy with the work, call us within 24 hours (See number 1).

5.- GRATUITY.- Is not required or expected, but always appreciated.

6.- CANCELLATION.- Please notify Blue Team 48 hours prior to your scheduled day. This allow us to make another appointment. Less than 48 hours will incurred in a cancellation fee of \$30.00 plus applicable Tax. If we cancel for reasons that can affect us to reach your destination on time we offer you 25%off price for reschedule.

If you would like to terminate your Housekeeping services, please submit this to the address above in writing.

7.- EMPLOYEES.- Safety is our responsibility, we value our employees, some duties may not apply such as lifting more than 30 lbs, use of ladders or do mechanical, plaster, painting, plumbing or electrical jobs.

8.- DAMAGE.- Blue Team General Services is fully bonded and insured. Notify us of any incident within 48 hours of the cleaning day and we will make arrangements to have the item repaired or replaced to you. Our liability limits maximum 200% of your service fee.

The service will not include wall scrubbing for marks as paint can be damaged. Also, oven deep cleaning, fridge deep cleaning, outside windows, patios, balconies and terraces are not included (please refer representative for pricing on this services)

We are not using strong chemicals on surfaces such as oven or counters please see list of products we will be used before for any concern or if you wish you can let us know how you want your spaces to be cleaned.

PRIVACY POLICY

Committed to protect your personal information and privacy, the personal data we collect to service your account may include:

-Name, Address, E-mail address, Phone Number. We use this information you provide for the following purposes of:

- Invoice your services.

- To schedule your cleaning services

- To reply txt messages or e-mail you may send us

- We never use or share your personal information in way unrelated to the ones described above.

KEY.- Will be returned back to client once service is cancelled or upon requested anytime.

Please Sign and Date
