



M&H Cleaning is a locally owned and operated business. Our employees are fully insured, and all undergo a background check as well as training. We pay all federal, state, social security and Medicare payroll taxes.

### **Scheduling and Rescheduling:**

- We ask for 48 hours' notice for cancellation of service. Cancellations must be made by calling or texting Haley at 231-388-2914. We reserve the right to charge 50% of the cancelled appointment charge if cancelled less than 48 hours before the scheduled time. We will do our best to reschedule the appointment before your next cleaning at no additional cost when our schedule permits it. If an appointment is skipped, we may charge hourly at the next appointment in order to make up for extra time required.
- Your home will be cleaned between the hours of 9:00 am – 4:00 pm on the scheduled cleaning day. We offer a "morning" and an "afternoon" time frame. Our morning window has an arrival from 8:00-9:00 am and our afternoon window has an arrival time between 11:00 am – 2:00 pm.
- Monthly service is offered under the following conditions – the client understands that monthly cleanings are scheduled every four weeks and will be placed on the schedule as close to the same day as M&H Cleaning can manage. We cannot guarantee the same day, time, or cleaner for each visit on our monthly cleans.
- We are closed for New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and the day after and Christmas. Should your cleaning fall on any major holiday we will reschedule your cleaning, we do not cancel cleanings however, a client can cancel the clean if desired.

### **Accessing Your Home:**

- Please ensure our staff has access to your home. We ask that we either have a copy of your key, which will be assigned a number and logged with Haley, have knowledge of where a key will be located on site, or have 1 door unlocked and accessible on the day of cleaning.
- If M&H Cleaning is unable to access your home when we arrive, we reserve the right to charge a fee of 50% of the quoted cleaning price.
- If you have an alarm system you can either give us the alarm code or turn off the alarm system before our arrival.

### **Paying for Services:**

- We accept check, cash, Paypa, Venmo, and online card payments.
- Payment is due at the time of cleaning. We ask that payment is available at the beginning of the cleaning and left in the same spot each visit.
- Rate Changes – M&H Cleaning reserves the right to re-evaluate rates at any time based on the amount of time it takes to perform our services in order to meet our customer's standards and expectations. We monitor the actual cleaning time for the initial one to three months of service and occasionally thereafter. Haley will contact the client to discuss possible price or service revisions needed.
- Please have your home picked up of toys, clothing, dishes, etc., before our arrival. Our cleaning technicians have a time table we must adhere to in order to provide excellent service to all our clients. Picking up your home is not included in our estimated price.



- **In Case Of Bad Weather:**
- M&H Cleaning reserves the right to be closed for business when severe weather conditions prevent local school's districts from opening. Bad weather may affect cleaning schedules, we will do our best to reschedule your cleaning if needed.
- Please have driveway and walk way cleared so our employees can safely reach your home.

#### **Protecting Your Valuables:**

- To avoid accidental breakage, please secure valuables, fragile collectibles, and irreplaceable family heirlooms. We request you place these items in a cabinet or drawer, or we can make a note on your worksheet not to touch them.
- M&H Cleaning takes great care while cleaning your home, but occasionally accidents do happen. The cleaning team will leave a note or inform you of breakage. The office will follow up with a phone call to determine the best course of action to take for you.
- M&H Cleaning is not responsible for breakage due to normal wear and tear, deterioration caused by age or weather, or damage caused by improper assembly, construction or mounting of an item (EX: blinds, pictures, fan blades, light fixtures, etc.)

#### **Preparing Children and Pets:**

- For safety reasons, please see that children are supervised while we are cleaning your home.
- We ask that you secure your pets while we are cleaning your home. M&H Cleaning and its staff reserves the right to leave the premises, for the protection of our cleaning technicians, if a pet exhibits aggressive behavior. We will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed and will do our best to ensure that pets do not enter or leave the home during our clean but cannot guarantee so.

#### **Protecting Our Cleaning Technicians:**

- Cleaning technicians are unable to climb on ladders higher than the three-step ladder they are issued to perform their work. Please call the office if you need work performed in your home that requires a ladder.
- Due to OSHA regulations, our staff will not handle any type of animal or human waste, vomit, blood or body waste.
- Due to sanitary and hygiene cross-contamination issues, we are unable to clean in areas or homes with live infestations (maggots, fleas, roaches, bedbugs, etc) until mitigated.

#### **Referral Program:**

- We love having our clients share their experience with M&H Cleaning with their friends and family. When you refer a friend to us and they sign up for weekly or bi weekly cleanings, you will receive a FREE standard clean after their 3<sup>rd</sup> clean. Just be sure to tell them that you sent them our way!

#### **Termination of Service:**

- Either party may terminate cleaning service with written 48 hour notice. Any payment for above mentioned services owed by the customer shall be due and payable at the time of cancellation. This is not a contract and either party may cancel service at any time for any reason without penalties or additional fees.



**Guarantee of Your Satisfaction:**

- Our work is guaranteed; if at any reason you are unsatisfied with your cleaning, please contact the manager Haley right away. We will come back to fix any missed areas or an unsatisfactory clean. We do not offer refunds on payments.

By accepting and hiring M&H Cleaning you agree to be the party responsible for full payment and communication, upholding this agreement and satisfaction guarantee procedures.