

Brooms 'N Buckets, LLC

Policies and Procedures

Please read carefully Brooms N Buckets, LLC policies below, and sign and date at the bottom to acknowledge your agreement. You must complete this form before receiving cleaning services:

Liability Policies:

- **Brooms N Buckets, LLC** and our staff agree to provide services stated in this contract in a reliable and trustworthy manner.
- Every effort is made to be as careful as possible with your items, however, accidents do happen. Notification must be made within 24 hours of breakage/loss of any personal items. Items which are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. **Brooms N Buckets, LLC** will not touch potentially sensitive paperwork or documents. Please remove these items before the day of cleaning.
- **Brooms N Buckets, LLC** does not use ladders other than the small step ladder we provide, climb up on any furniture or move heavy items to protect us and our staff from injury or liability.

If you would like cleaning behind heavy objects, please move prior to cleaning.

- **Brooms N Buckets, LLC** is not responsible for damage incurred by the improper installation of any object. All surfaces are assumed sealed. If you know of any surface not sealed, you must notify us so that we may clean properly.

Business Policies:

- **Brooms N Buckets, LLC** only uses Lysol branded products.
- **Brooms N Buckets, LLC** does not use bleach, ammonia or other harsh chemicals.
- **Brooms N Buckets, LLC** staff does not clean animal cages or litter boxes, animal droppings, human feces, blood or other bodily fluids.
- **Brooms N Buckets, LLC** encourages all clients to provide us with a key to enter their home. All keys are kept safe in our key storage and other arrangements can be made. Locksmith fees are paid only if our company misplaces the keys.
- **Brooms N Buckets, LLC** strongly encourages that alarms are kept off prior to cleaning. **Brooms N Buckets, LLC** will not be held responsible for "tripped" alarm systems when entering your property.
- **Brooms N Buckets** staff are required to wear slip-resistant shoes at all times.

Cancellation Policy:

- Cancellations must be received 2 days prior to scheduled service or a \$35 cancellation fee will be charged.
- **Brooms N Buckets, LLC** will not restrain or move an aggressive or barking dog. If your pet is aggressive or uncomfortable with strangers, please restrain her/him before our staff arrive. Otherwise we may not be able to provide service, and you may be charged a regular rate/ cancellation fee.
- **Brooms N Buckets, LLC** reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

Payment Arrangement: **Brooms N Buckets, LLC** payment options are by (check or credit card) is due in full at or before each scheduled service. Please leave a check on the kitchen counter or table, or credit card on file will be charged the day of cleaning. A \$35 non-payment fee will apply if payment is not received at time of service. If Brooms N Buckets, LLC are not able to charge your credit card on file, the client will be responsible for any and all charges incurred as a result in addition to a late fee. Brooms N Buckets, LLC have the right to discontinue services until the payment is made. Tipping is *NEVER* required but always appreciated.

Business Hours/Holidays/Weather:

- Business hours fall between 9:00 a.m. and 5:30 p.m. and services are usually completed during this time. There is a 15 to 30-minute arrival window for all cleaning services to allow for traffic, parking and other unforeseen delays.
- **Brooms N Buckets, LLC** does not accept time specific calls as we cannot guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to inclement weather.
- **Brooms N buckets, LLC** does not provide holiday visits. If your scheduled day falls on the following holiday Christmas, New Year's Day, Memorial Day, Independence Day, Labor Day, Mardi Gras or Thanksgiving **Brooms N buckets, LLC** will call to reschedule.

AREAS SERVICED:

The following will be serviced by your "Cleaning Specialist" during your visit. Additional Cleaning Services by request and Services *NOT* included are noted below. All cleanings require a minimum of 3 hours.

Living Room/Dining Room:

- Window sills/ledges/mini blinds dusted
- Knick- knacks, shelves, frames dusted
- Lamps and shades dusted
- Ceiling fans/chandelier dusted
- Wood furniture polished
- Furniture vacuumed (including under pillows)
- Areas under "accessible" furniture vacuumed
- Wood floors dusted/mopped, carpets Vacuumed

Kitchen and Eating Areas:

- Counter tops cleaned
- Outside range hood cleaned/shined
- Top and front of range hood cleaned/shined
- Drip pans cleaned/shined
- Sinks cleaned and disinfected, chrome shined
- Refrigerator front/ visible sides cleaned and shined
- Dishwasher front cleaned and shined
- Microwave wiped out, front cleaned and shined
- Floors vacuumed and mopped
- Cobwebs removed from baseboards, ceiling
- Ceiling fan dusted
- General dusting knick-knacks, frames, etc.
- Cabinets (outside cleaned, polished)
- Kitchen furniture (table, chairs, desk) wiped
- Doors and frames spot cleaned for fingerprints

Full Bathrooms:

- Tile walls, bathrooms, showers cleaned and disinfected
- Shower doors cleaned and disinfected
- Toilets cleaned and disinfected
- Vanity/counter cleaned and disinfected
- Sink cleaned and disinfected
- Mirror and chrome cleaned and shined
- Floors washed and disinfected, floor mats vacuumed
- Cobwebs removed
- General dusting- shelving/picture frames
- Knick-knacks damp cloth wiped

Half Bathrooms:

- Vanity/counter cleaned and disinfected
- Sink cleaned and disinfected
- Mirrors and chrome fixtures cleaned and shined
- Floors washed and disinfected/carpets vacuumed
- Toilets cleaned and disinfected
- Cobwebs removed
- General dusting

Foyer Area/Hallways:

- Wood floors dusted/mopped, carpets vacuumed
- Stairs vacuumed
- Cobwebs removed from baseboards/ceiling
- Furniture dusted (if applicable)
- Windowsills/ledges, mini blinds, pictures frames dusted

Family Room/Den

- Windowsills/ledges/mini blinds dusted
- Knick-knacks, shelves, frames dusted
- Lamps and shades dusted
- Wood furniture polished
- Furniture vacuumed (including under pillows)
- Areas under “accessible” furniture vacuumed
- Wood floors dusted/mopped, carpets vacuumed

Bedrooms:

- Windowsills/ledges/mini blinds dusted
- Knick-knacks, shelves, frames dusted
- Lamps and shades dusted
- Ceiling fans dusted
- Mirrors cleaned and shined
- Furniture polished or damp cloth wiped
- Areas under accessible furniture vacuumed
- Wood floors dusted/mopped, carpets cleaned
- Empty closet floors vacuumed
- Cobwebs removed from baseboards/ceiling
- Linens changed (if clean linens left in room)

Additional Services by request: Additional services need to be requested in advance so we can schedule the additional time and supplies needed.

- Interior cabinets
- Interior refrigerator
- Interior oven
- Interior windows
- Damp wipe baseboards
- Organizing/Decluttering

Services *NOT* included:

- Laundry Washing
- Garage Cleaning
- Patio/Deck Cleaning
- Attic Cleaning
- Cellar/Basement Cleaning
- Running Errands
- Food Prepping/Cooking
- Exterior Window Cleaning

