

CLIENT SERVICE A G R E E M E N T

South County Mermaids reserves the right to make changes to any part of this service agreement without giving any prior notice.

There is no term to this service. The Homeowner (hereafter known as the client) may cancel at any time for any reason. South County Mermaids, LLC (hereafter known as SCM or “we”) may also cancel at any time for any reason. By using SCM services you are agreeing to our terms outlined below.

GUARANTEE

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area within 24-hours. Please contact the office as soon as possible during our normal business hours.

EMPLOYEES (MERMAIDS)

All employees go through rigorous training to learn every aspect of the detailed SCM standards. They know what is required and what is expected on every cleaning visit. For your protection and peace of mind all employees undergo a nationwide background check, and reference check, during the hiring process. All employees are covered under our Workers Compensation policy, liability insurance and bond.

PAYMENTS

All payments are due in full on the date services are rendered. If paying by cash or check, place payment in the “Payment Envelope” provided. Leave your Payment Envelope on your kitchen counter the day of your appointment. If your payment is not made within 48 hours of your scheduled appointment, a **\$35 late fee will be assessed.**

For your convenience, we accept cash, check, PayPal and Venmo.

NOTE In an effort to remain green all sales receipts are emailed upon request.

TIPPING

SCM never requires tipping, but you can tip if you would like. Just leave your tip with your payment and management will make sure that the money is distributed properly.

REFUNDS

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a Guarantee on all our services, if a task was not completed to your satisfaction or was missed during our visit simply contact the office and we will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you. There are no refunds for gift certificate purchases.

RATE INCREASE

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions of your home changes you may receive a price increase. If a client discontinues and reinstates service with SCM after a period of 3 months the original price is not guaranteed, and a new rate may be given.

PREPARING FOR YOUR CLEANING

Prior to the cleaning team's arrival, please remove all items that may delay our cleaning service. This will maximize efficiency and minimize the time it takes to clean your home. Unfortunately, cluttered surfaces will not be cleaned.

GAINING ACCESS TO YOUR HOME

We will discuss your preference on gaining access to your home prior to your first appointment. Most clients give us a key, garage code or leave a door open. In the event you choose to leave a door unlocked in order for us to gain access, SCM will not be liable for any damage or tampering to your home prior to our arrival and after our departure.

If our team is unable to gain access to your home upon arrival, an attempt will be made to contact you for assistance. If you cannot be reached or refuse service, the team will be instructed to cancel the cleaning. All Lockouts are treated as late cancellations and will result in a \$50 charge billed to the client.

ARRIVAL TIME

Please be advised that our arrival time listed on your appointment card is tentative. We will notify you if we are running more than 15 minutes behind schedule. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit, a cancellation fee of \$50 will be charged.

CANCELLATIONS/RESCHEDULING

We require at least 48-hour notice (2 business days notice) for the cancellation and or rescheduling of any scheduled appointment. In the event of cancellation or rescheduling with less than 2 business days notice, a **cancellation fee of \$50** will be assessed. We are very strict on our cancellation/rescheduling policy, please honor it.

Due to high demand, we are fully booked most days. We may not be able to accommodate your reschedule request. If you decide to cancel a cleaning, we may need to resume on your next scheduled date.

EMPLOYEE SECURITY

Our policy is to lock the door of your home while we clean. We do not allow access to unknown people. Please do not rely on our cleaners to let in workmen while we are cleaning your home.

EMPLOYEE SAFETY

In order to protect our team from injury, we do not allow them to lift or move anything heavier than 25 lbs. We are more than happy to clean behind appliances and furniture as long as you move it prior to your appointment. We clean what is in reach, using a two-step stool or extension pole.

ADD ON SERVICES

We are happy to provide you with additional services (i.e. cleaning inside of refrigerator/cupboards, clean interior windows, make beds, etc.) Additional task need to be scheduled by contacting us at least 48 hours prior to your appointment so that SCM can schedule the additional time and supplies needed. Additional fees are incurred when additional services are requested.

PETS

We love them all! However, if you believe your pet may be aggressive to our team, we ask that you keep them in a secure location on your cleaning days. For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

YOUR VALUABLES

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectable or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and check books as well. We are not responsible for missing currency.

BROKEN/DAMAGED ITEMS

We train our staff to take extra care with your belongings. Regrettably, during our services something may get broken or damaged. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were damaged because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface). No claims will be filed for any damages reported after the 24 hour notification window.

WATER DAMAGE

South County Mermaids nor its employees are responsible for any water damage due to faulty and/or improper installation of any items. This includes but is not limited to any water damage caused by: toilet over flooding, loose or leaky faucets, water dispenser on refrigerator, and frozen pipes.

***Please make SCM aware of the exact location of your homes main water shut off. In the event of an emergency, we will shut off all water to the house.**

TEMPERED GLASS

Tempered glass is very fragile. It can be sensitive to rapid change in temperature, causing the glass to shatter unexpectedly due to thermal stress. If you decide to have us clean tempered glass in your home, SCM nor its employees are responsible for any damages.

LEGO STRUCTURES

We understand how long and tedious of a process it can be building Lego structures. Because of this, SCM will not attempt to dust Lego structures or the area around them.

HOLIDAYS/ VACATION

SCM will be closed for business on all national holidays. If your cleaning visit falls on a holiday, every effort will be made to reschedule your visit for the same or following week, but this cannot be guaranteed.

When a client goes on vacation, SCM will offer a no fee cancellation of regular cleanings when a notice of at least 48 hours is given. In the event of cancellation or rescheduling with less than 2 business days notice, a cancellation fee of \$50 will be assessed.

SUPPLIES AND EQUIPMENT

We provide all supplies and equipment needed to complete the job. Should you prefer us to use your own supplies or equipment, please let us know.

IN-HOME CLIMATE CONTROL

In-home temperatures should be comfortable **prior to the start of service**. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that your appointment is cancelled due to uncomfortable temperatures within your home you will be charged a **\$50 cancellation fee**.

-Winter Weather: In severe weather, we may determine it is not safe to travel; therefore your cleaning service for that day will be cancelled and/or rescheduled via phone or email. We do our best to give you 24 hours' notice for weather related cancellations, however, sometimes cancellations may be last minute due to road conditions and visibility.

During winter months walkways may get icy and become dangerous for our team to access your home. Please make sure walkways are clear and salted prior to your cleaning.

-Summer Weather: During the summer months temperatures rise and houses get hotter. Please keep your thermostat set at no higher than 73 degrees on your cleaning day.

INSURANCE

You are protected! We are fully bonded and insured. We have a General Liability policy. A Certificate of Liability is available to all clients upon request.

QUOTES FOR SERVICE

Please keep in mind that a quote for services is an estimate of the time it will take to clean your home. Cleanings may take longer than quoted, depending on your homes condition.

FIRST TIME CLEANINGS

All new clients must have an initial Deep Cleaning. This will allow us the time to complete a thorough cleaning of your home, preparing it for Maintenance Cleanings.

PRIVACY

SCM takes privacy very seriously. We at no time will share any customer information with ANY outside source.

PROVIDING FEEDBACK

Please bring any concerns or positive comments to our attention. This feedback is essential to serve you better.

CONTACTING US

Call or Text: 401-269-6031; **Email:** southcountymermaids@gmail.com **Mon-Fri** 9a-5p

This is not a contract for service but rather an acknowledgment that you have read and understood our Terms of Service, as outlined above. By signing below, you agree and accept the Terms and Conditions of this agreement.

CLIENT SIGNATURE

DATE