

Nook & CrannyTM

HOMEKEEPING

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*** The policies and disclaimer are subject to change at any time. It is the responsibility of the home owner to check our website for updates.***

Residential Cleaning Policies

Communication

ALL communication must go through our office staff, and not through the individual cleaners themselves. Service, deep clean extras, date/time change, and product requests are the responsibility of our office staff and we can be reached most quickly via text at 9184088900.

Payment

An non-refundable \$35 deposit is required for walk throughs (to confirm quote) which will be applied to the final cost of initial cleans and 1 - Time cleans. 1 - TIME & Initial Cleans require payment in full at time of booking to reserve a spot on our calendar.

A Credit or Debit Card is required to be saved on file & will automatically be billed for applicable costs associated with deep clean extras (beyond the 1hr. min.) at the completion of the session.

Acceptance of the estimate and Payment of deposit acknowledges client has read and fully understands the scope of work they have requested as well as agrees, and consents to the N&C policies and disclaimer posted on our website. If for any reason the credit card on file is declined there will be a \$15 late fee per day payment is not received.

Walk-Throughs

We require walk-throughs to confirm (and adjust) the estimates provided. Both for price and time allocation. If a walk-through is not possible, for whatever reason, a job may not be able to be done to completion. We will make every effort to accomplish a job both to completion and standard. However, the absence of a walk-through may not allow for this. **We make no service guarantees on homes that did not receive a walk-through.**

Pets

We enjoy our client's fur babies as company while we clean. If a pet urinates, poops, or throws up while we are cleaning we will not clean their mess. We are not responsible for pets escaping out of the home or consuming any of our supplies. Pets roaming a home will redistribute hair & dust.

Products & Supplies

Our cleaning agents consist of Whip-It Multipurpose, Bar Keepers Friend (Powder & Spray), Bon Ami Powder & Stainless Steel Polish. For the health & well being of our team members, *NO CLEANING AGENTS OUTSIDE OF THIS LIST WILL BE USED OR CONSIDERED*. Our team members have a supply of tools we find serves the full scope of our work. In order to keep a consistent schedule and times within range, *NO CLEANING TOOLS OUTSIDE OF OUR SUPPLY WILL BE USED OR CONSIDERED*. If a team member is asked to use a product or tool during a clean will politely be declined.

Special Service Requests

A list of cleaning specifications performed within the foundation clean are listed on our website and attached your cleans google calendar event. Requests for projects outside of the foundation clean must be arranged at least 1 week prior to your scheduled cleaning day. We may not be able to accommodate a large request the same week that it is requested.

Breakage policy

If one of our employees accidentally breaks an item a phone call will be made immediately to find out the value of the item and you will be compensated ASAP if the item was not already broken or damaged in some way. Please refer to our disclaimer for guidelines on what can be considered our responsibility or that of the homeowner.

Theft Policy

We take great care to recruit trustworthy people and perform our due diligence with background reports. We ask that before accusing one of our team members of theft you consider the last time you saw the object in relation to who else has been in your home (family, friends, other service providers, etc.), if children, a spouse or yourself may have misplaced it. We will not entertain accusations of theft that can not be proven nor will we terminate the employment of a team member with a spot less track record accused but not proven of theft. We will work with clients to attain proof or if proof is attainable. Team Members proven guilty of theft will be terminated immediately as well as any necessary legal action. We will work to get back the stolen item or monetary replace their value. A receipt or some type of proof of purchase is required for monetary compensation.

Cancellation & Reschedule policy

RECURRING CLIENTS on a WEEKLY/BI-WEEKLY/MONTHLY or ANY OTHER AGREED UPON ROTATION:

- **One-time cancellation:** A \$25 cancellation fee will be charged to your account for cancellations outside of the 72 business hour policy (see below) and you will be charged according to the bumped rotation (for instance, if your regular service is bi-weekly and a canceled recurring clean causes your next clean to be 2 weeks from the last, then you will be charged a monthly rate). If you cancel within the 72hr window you will be charged the full amount of your clean. ***Homes not cleaned by N&C w/in a 30 day period will return to an initial clean rate for the 1st service after 30 days.

- **Service Cancellation:** We do not require contracts for Standard Memberships or Session to Session Clients. However, to keep our schedule and paychecks consistent for our team members, we do require a 30 day

notice of cancellation of recurring services. If you need to cancel services with less than a 30 day notice there will be a termination fee as follows:

Weekly: \$75

Bi-Weekly: \$60

Monthly: \$50

INITIAL & ONE TIME CLEANS: Cancellation within 72 business hours of a booked cleaning will not receive a refund and a new invoice will be charged if rescheduled.

Keys

We do not store keys. A key may be left in a secure area or an entry code given.

Cleaning Clothes

Each recurring client will be issued their own supply of cleaning cloths to keep at their home. Along with the cloths, a netted garment bag will also be issued. At the end of each service, the dirty cloths will be put inside of the garment bag and placed next to the washing machine. Cloths need to remain inside the bag and can be washed and dried as normal clothing. The garment bag containing the cloths need to be ready for our team at the next service. We have this system to prevent cross contamination.

Issues/concerns about the service provided

We have a 12 hour policy: let us know within 12 hours of any areas within your cleaning scope we missed and we'll be happy to come back and redo the area. We do not issue refunds.

Before & After Pictures

We will take several b/f & after pictures of your home. We share these with home owners so that you can see our work and as a quality control instrument. We publish before and after pictures on our social media as a type of portfolio. Pictures are of up close detailed areas and will not be so broad as to identify your home. We honor a homeowners privacy and will not post pictures on social media if specifically requested.

Price Increase

If your Home undergoes remodeling, an event is hosted, a pet added (+\$10/ea), or a routine service skipped the price will reflect an increase (as stated above). Prior arrangements are required for these scenarios to allow for added clean time. Your quoted prices, including repeats, have a maximum number of man hours. If you are an existing client on a recurring rotation or received a walk-through and our actual work time exceeds those max man hours you will be billed \$28 per extra man hour. If your property is out of our regular range and a walk through is not possible and our actual work time exceeds those max man hours you will be billed \$55/man hour. **There is a yearly 3% price increase applied Jan. 1 of the new year.**

Pre-Clean Pickup

General messes such as dishes in the sink, toys, clothes, shoes, boxes, etc. that need to be moved or put away in order for our crew to carry out our foundation clean checklist is outside of the scope of work unless previously planned. These tasks fall into our Maid Service category and we will not clean these general

messes unless it is part of the service agreement. If our crew arrives to a home that has not been pre-picked up you will be charged the full amount and your clean rescheduled or we will clean to the best of our ability with no guarantees. We appreciate that a pre pickup can be extremely helpful to you and we're happy to accommodate if previous arrangements have been made.

Pests

If our team members come across bed bugs, fleas, or roaches during a service we will leave immediately and you will be charged the full amount of your invoice.

Heat | A/C | Water Running

Properties to be cleaned must have appropriate heat, A/C, and running water (if needed). If a property does not have one of the three when we arrive at the property then client will be charged the full amount, the clean rescheduled, and a \$15 rescheduling fee applied.

Decline to Provide Service

We possess the right to decline or halt services if we feel our team members or our company could be put in harms way, be treated with disrespect, taken advantage of, or slandered. This includes cleaning sessions in progress. Failure to provide a safe, respectable work environment for our team members will result in termination of services without a refund.

Solicitation of Team Members Referral Fee

A considerable amount of time and money has been invested into our team members. If a client of N&C solicits a team member for homekeeping services we will terminate future services. If the team member accepts the solicitation and begins to provide homekeeping services for the client then the client will be charged a \$500 referral fee and the team member terminated of employment with N&C.

Updates to Policies & Disclaimer

We will occasionally make updates to this document. An updated version will always be posted to our website and a link provided on session invoices, reminders and follow-ups. It is the responsibility of the client to check the document for periodic updates.

Cleaning Disclaimer

{It is the responsibility of the client to inform us of any areas or items in the home that have pre-existing damage.}

There may be items in your home that are damaged or in need of repair, scuffed up, rotting, faded, discolored, cracked, stained, or worn. It is the responsibility of the homeowner to bring these items to our attention before cleaning services can be performed so that damage can be prevented. Our methods of cleaning are very involved and if an item or fixture in your home is of less than stable condition it could be damaged. In addition, due to the pre-existing condition of these items, we may not be able to restore them to their original condition. Therefore, N&C Homekeeping accepts no liability for the cleaning of these items nor damage incurred. The following list is not exhaustive and does not limit our release of liability to only these areas, but is meant as a quick reference to obvious compromising conditions that could lead to further damage of the home.

- N&C Homekeeping will not be held liable for items that fall off the walls that have not been properly secured. We do not dust wall hangings that are loose or move. TV's will not be wiped down unless specifically requested by homeowner.
- We will open window dressings to allow as much light in a room as possible. It is the responsibility of the homeowner to ensure all window dressings are secure.
- Communicate via Text or Email (9184088900, hello@nookhomestulsa.com) any collectibles or valuable furnishings that you may not want cleaned when we service your home. Please remove these items or furnish us with a detailed list so they are not touched during your cleaning service.
- Integrity of the protective sealant of floors, natural stone, and other surfaces are the responsibility of the homeowner. A compromised surface could be damaged by cleaning agents and moisture. N&C will not be liable for damage done to surfaces not properly sealed.
- Resettlement of dust is inevitable, especially on initial cleans. Proper ventilation is essential to minimize resettlement. Air purifiers, salt lamps, etc. should be turned on the day of your clean. Air filters for central heat and air systems should be up to date to cut down on dust accumulation and resettlement.
- Hard water stains become etched into glass, grout and natural stone are porous. These areas may be beyond cleaning and need professional restoration or replacement. Each initial clean has a limited amount of time (20mins/task/bathroom) dedicated to hard water stains and grout. What we can not clean in that time period could mean extra time on the job. Recurring sessions receive a spot clean, with a dedicated time of 7 mins/task/bathroom.
- Missing or deteriorating grout compromises the stability of tile. We will not be responsible for tile that falls or breaks because of missing or deteriorating grout.
- For the integrity of floors & furniture as well as the safety of our team members, large/heavy furniture will not be moved under any circumstances. In addition, any furniture without protective coverings on the base

such as felt pads or rubber attachments will not be moved. We offer installing these protective covers as an additional service.

Foundation Clean Checklist

In order for the foundation clean checklist to be performed within the quoted price parameters, the home must be in cleaning order. Only exposed, uncluttered surfaces will be cleaned. Please have all belongings & personal items in their respective place unless pre-pickup arrangements have been agreed upon by both homeowner and N&C.

All Rooms:

- dry dust light fixtures
- dry dust ceiling fans
- walls & ceiling cobweb free
- dry dust exposed horizontal surfaces
- Windows sill spot free
- trash emptied
- floors vacuumed and mopped
- dry dust exposed furniture
- dry dust lamps, vases

Bathroom:

- Toilet exterior free of hair & debris
- Toilet interior seats/lid
- sink faucet and exposed vanity
- mirror spot free
- tub ***
- shower wall & glass shower door***
- shower faucet and shower head

*****hard water stain removal extra**

*****mold, mildew removal in grout subject to condition**

*****jet tub extra**

Kitchen

- microwave interior/exterior
- refrigerator exterior
- small appliances
- backsplash
- exposed counter tops
- dishwasher exterior
- exposed kitchen table
- Front vent hood
- cooktop including grates & knobs
- oven exterior
- sink faucet
- sink & drain

Dwellings Space (Bedroom, Game, Living, Office)

- bed made
- couch/sitting furniture straightened
- dresser/vanity mirror spot/streak free

Dining Room

- top of exposed dining table streak/spot free
- top of chairs free of food/debris