



Everything In Its Place Cleaning Services

Client Policies

## 1. Service Scope

- **Types of Services:** We offer deep cleaning, regular cleaning, move-in/move-out cleaning, post-renovation cleaning, and organizing services.
- **Frequency:** Available daily, weekly, biweekly, monthly, or on a custom schedule.
- **Custom Requests:** Special service requests can be accommodated if mutually agreed upon.

## 2. Booking and Scheduling

- **How to Book:** Appointments can be made via our Facebook page, phone, or email.
- **Rescheduling and Cancellations:** Clients may reschedule or cancel services. A late booking fee of \$50 applies to appointments scheduled within 72 hours of service.
- **Arrival Time Window:** We operate within a 30-minute arrival window. If the client or company is delayed by more than 30 minutes, either party may cancel. If the client is delayed by more than 40 minutes, the company reserves the right to cancel and apply a cancellation fee.

## 3. Pricing and Payment Terms

- **Rates and Estimates:** Regular cleaning and organizing services are charged hourly. Deep cleaning is priced per job, with an in-person walkthrough and electronic quote required. A 30% deposit is due upon approval of deep cleaning quotes.
- **Payment Methods:** We accept cash, credit cards, and online payments.
- **Payment Terms:** Payments are due immediately upon receipt unless otherwise agreed upon (maximum of 30 days).
- **Late Fees:** A 3% weekly interest will be applied to unpaid invoices after 30 days. Services may be suspended until the account is brought current. Three or more unpaid invoices may result in contract termination.

## 4. Cancellation Policy

- **Notice Period:** Cancellations or no-shows with less than 24 hours' notice will incur a fee.
- **Cancellation Fees:** Fees for cancellations or no-shows are equivalent to one hour of service.

## 5. Access to Property

- **Entry Protocol:** Clients may provide keys, lockbox codes, or be present during service. Specific access instructions should be provided beforehand.
- **Clear Entryways:** Clients are required to ensure that entryways, pathways, and work areas are free from obstructions and hazards. If our team is unable to access the property or safely perform the service due to blocked or obstructed entryways, the

company reserves the right to cancel the appointment and apply a last-minute cancellation fee equivalent to one hour of service.

- **Safety Measures:** Our team ensures all doors are locked, lights are turned off, taps are not running, and stoves/ovens are off upon completion.

## 6. Damages and Liability

- **Accidental Damage:** Any property damage or injuries during service must be reported to the company immediately. Investigations will be conducted, and necessary reports will be made to insurance and WSIB.
- **Insurance:** Everything in its Place Cleaning Services is fully insured, bondable, and covered under WSIB.

## 7. Satisfaction Guarantee

- **Quality Assurance:** If you are unsatisfied with our service, we offer one complimentary return visit to address any concerns.
- **Time Frame:** Issues must be reported within 24 hours of service for this guarantee to apply.

## 8. Health and Safety Policies

- **Cleaning Products:** We provide all necessary equipment and supplies, offering both eco-friendly and more robust cleaning products depending on the job. If the client supplies products or equipment, a waiver must be signed acknowledging that the company will not be held liable for any damage caused by those items.
- **Health Protocols:** All team members follow the latest health guidelines, including the use of personal protective equipment (PPE) and thorough sanitization protocols, particularly during health-related outbreaks such as COVID-19.

## 9. Client Responsibilities

- **Preparation:** Clients are responsible for decluttering surfaces and securing valuables. They must provide any special instructions regarding pets, allergies, security systems, and access prior to the service date.
- **Pets and Security:** We handle security systems with care as per client instructions, and pets are treated respectfully according to client guidance.

## 10. Client Confidentiality

- **Privacy:** Our staff undergo background checks and sign confidentiality agreements. We are committed to protecting your privacy and maintaining discretion at all times.

## 11. Termination of Service

- **Right to Terminate:** Both parties may terminate the service agreement at any time with a minimum of 72 hours' notice for scheduled services. For signed contracts, specific termination clauses will apply.

## 12. Force Majeure

- **Unforeseeable Events:** Neither party shall be held liable for any failure or delay in performing obligations due to events beyond their reasonable control (e.g., natural disasters, extreme weather conditions, pandemics, strikes, or government regulations). If such circumstances arise, both parties will attempt to reschedule or renegotiate services.

## 13. Non-Solicitation of Employees

- **Employee Protection:** Clients agree not to solicit or hire any staff member of Everything in its Place Cleaning Services directly for personal employment or contract work outside of the company. This agreement is valid for the duration of the service contract and for a period of one year after termination.

## 14. Dispute Resolution

- **Process for Disputes:** In the event of any disagreement, both parties agree to first attempt mediation to resolve any issues before pursuing legal action. If mediation fails, arbitration may follow, with both parties agreeing to abide by the final decision.

## 15. Limitation of Liability

- **Scope of Liability:** The company's liability for damages arising from services provided shall be limited to the cost of the service in question. The company shall not be held liable for indirect, incidental, or consequential damages such as loss of property value, income, or business opportunities.

### Client Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Signature and Date

Client Signature: \_\_\_\_\_

Company Signature: \_\_\_\_\_

Date: \_\_\_\_\_