

A Cavalie Cleaners

Residential Cleaning Service Agreement

Philosophy

A Cavalie Cleaners is a green cleaning company that uses environmentally friendly cleaning products, techniques, and equipment. This provides you with a clean surrounding and healthy home; safe for you, your children, your pets, and of course, our environment.

Further, we believe that mutual respect and clear communication are the keys to maintaining a great relationship with our clients. We hope that this agreement helps foster this respect and communication with you.

Service and Contact Hours

Our contact hours are: Monday – Saturday: 9:00 am – 7:00 pm

Our service hours are: Monday – Saturday: 8:00 am – 6:00 pm

We return all Emails or Phone Calls within 24 Hours.

Privacy Policy

We only use the information you provide to us to contact you about our cleaning services. We do not share you information with third parties.

Arrival times

Due to the time consuming, unpredictable nature of cleaning, A Cavalie cleaners cannot guarantee the exact time of arrival. For your convenience we can give you an estimated block of time to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated arrival time due to circumstances beyond our control such as traffic conditions, etc. However, if there is a drastic time difference in arrival time (i.e 1 hour), we will notify you via a phone call.

Payments

For your convenience, A Cavalie Cleaners gladly accepts cash or check. Please leave all payments in a sealed envelope for your Cleaners to collect. Customers will need to pay for their cleaning at the time of service. A \$25.00 fee is applied to all returned checks.

Tips

Tipping is neither required nor expected, but greatly appreciated by your Cleaners. If you do choose to leave a tip, please make it clear that it is such and leave it on the outside of the envelope with your payment. Our Cleaning staff is not allowed to take any money that would not be clearly marked as a tip.

Safety

For safety reasons, we do not move anything weighing more than 25 lbs. If you wish us to clean behind anything heavy such as a couch or refrigerator, please move it prior to service to allow us access to that area. We do only use a two-step ladder. Wherever windows, furniture or fans are affected we do what is within reach with a two-step ladder.

Pets

We take pride in being a pet-friendly service and take special care in making your pet feel comfortable during our cleaning process. However, we do need to make sure that safety of our employees and staff are addressed. If you have aggressive pets, please secure them during our service. Please make sure, however, that we still can access all necessary rooms in order to do the scheduled work. We do not clean animal or human feces, urine, vomit or other biohazards. This includes cat litter boxes and dog kennels.

Parking

We ask you to provide us with a parking possibility next to your home so that we have easy access to the equipment and supplies in our vehicle.

Holidays/Vacation

When the client goes on vacation, A Cavalie cleaners will offer a no fee cancellation of regular cleanings when a note of at least 48 Hours is given. A Cavalie cleaners reserves the right to charge a fee for any cancellation with less than 48 Hour advance notice.

Termination

Either party may terminate this agreement at any time by giving to the other party not fewer than 3 days oral or written notice.

Reschedules, Cancellations

If it is necessary to reschedule/cancel a scheduled cleaning day, please notify us at least 48 Hours before the scheduled day. This will allow us time to re-assign your Cleaning team to another appointment. There is a \$50 charge for all cancellations made with less than 24 Hour notice. To ensure that all your needs are addressed, please correspond all requests and changes directly to the manager.

Lockouts

A lockout is a situation whereby our employees---by no fault of their own, cannot gain entry to the home. A \$50 Fee is applies to Lockouts. There is time and gas involved in driving out to a home and not being able to gain entry. We lose money because we pay our cleaners per hour on the field, regardless if they are cleaning or driving. Also, we lose money because we could have offered that slot to another client.

Keys/Alarms

Once we clean for the first time and you approve A Cavalie Cleaners work, the most reliable access for future visits is a copy of house keys. We take extreme measures to protect each key. We assign every customer key a security code and store it in a key safe. Managers will access your key the day of your scheduled cleaning, and then return it to the safe by the end of the day. No identifying information is ever put on any key.

If you have an alarm system at your home and it is simple to operate, you can give instructions on its operation to your Account Manager. However, if your alarm system is complicated, we prefer that your alarm be left off on the day of the cleaning or that you be there to quickly let us in.

Communication

To ensure that all your needs are considered, please address all requests and changes directly to the manager.

A Cavalie Cleaners Agreement:

I have read, understand and agree to the terms set forth in this Service Agreement. I further certify that I have received a copy of this Service Agreement.

Date _____

Client's Signature _____

Printed Name _____

Thank you for trusting your cleaning needs to A Cavalie Cleaners

Payment is due prior to service commencement in the form of cash, or check. We reserve the right to cancel services without notice due to declined checks.

We do not issue refunds for service already given. Our guarantee agrees to correct any problems reported within 24 hours contingent upon A Cavalie Cleaners being at fault, the request being reasonable and the payment matching the value of the job ordered.

We may require access to the location of the claim within 24 hours to correct the problem. If the problem arises out of dissatisfaction with service quality, A Cavalie Cleaners will usually send one person to correct areas that were missed or need more attention (this applies even if your original order was a team cleaning since only one person is usually needed for most corrections or touch ups).

Unless you are complying with all laws, hiring a Maid on your own is highly ILLEGAL.

In addition, Hiring OUR current or Ex-worker(s) or [accepting side propositions will make you liable for an employment referral fee of \\$5,000.00 per person if you directly employ \(either legally or on a cash basis\) anyone currently or formerly employed by us within the 2 year period prior to such employment.](#) By using our service. You agree to notify us of any attempts to solicit or accept illegal business. In addition, Attorney, Legal, miscellaneous expenses incurred to investigate and/or collect this fee will be added if this employment is discovered. [Exchanging personal phone numbers is considered part of this breach.](#)

By this agreement you understand that direct and unreported or inappropriate employment practices are highly illegal .

A Cavalie Cleaners or anyone may report illegal hiring activities to the proper authorities so that an investigation ensues. Implication, complicity or withholding knowledge of an illegal activity of this type is not only a direct violation to A Cavalie Cleaners, but also a violation of United States Federal and Local Laws and is prosecutable.

A Cavalie Cleaners reserves the right to cancel any contract and back charge additional for past services to reflect the balance of the standard rate(s) if any misleading or false information was used to obtain discounted services. The same applies to contracts that are terminated prematurely by you the Customer.

Dissatisfaction of service is not grounds for cancellation of contract unless A Cavalie Cleaners fails to adhere to its guarantee. For all other problems, you agree to give A Cavalie Cleaners at least 30 days to make corrections if A Cavalie Cleaners is at fault.

Damaged item(s) are replaced with same or similar item(s) not monetary compensation. If a Professional needs to be hired to fix something, the Professional must be ordered by A Cavalie Cleaners to ensure legitimacy.

Any breach of these terms, refusal or impediment to allow A Cavalie Cleaners to make corrections renders the corresponding Customer's claim invalid and voids our Guarantee. A Cavalie Cleaners is not responsible for indirect inconveniences in connection with our services.

If you are dissatisfied with a currently occurring service, please notify us as soon as you notice anything that might be to your dislike by calling 925-5751172. Please do not wait until the service is ending. By using our service you agree to the terms.