



## Central Coast Cleaning, LLC

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# Service Agreement

**Central Coast Cleaning** agrees with a personalized cleaning solution for your home and office. We operate in a professional & ethical manner and the crew is bonded and insured.

**TEAMS:** The crew works in teams of two or more depending on the size of the job. A team-leader is assigned to your home. We make every effort to keep the same team-leader assigned to your home, but cannot guarantee it. Illness, promotions, vacation etc, can all result in a change of team or change of cleaners on a team.

**CONDUCT:** Our employees will be respectful in your home. They will not smoke, eat or drink while in your home, nor do they watch TV or play the radio they do not answer the telephone or doorbell. Their only purpose in your home is to clean.

**EQUIPMENT AND SUPPLIES:** We provide our own cleaning supplies and equipment including vacuums, mops, and cleaning products. If you have a specific product you want used, please call our office or alert your team leader so your file can be notated. Most all of our products are environmentally safe and non toxic however it is important not to leave small children alone or exposed to any of the cleaning products. Some products may be harmful if swallowed.

**OFFICE HOURS:** Our office is open Monday through Friday (9:00am to 5:00pm). After hours and weekends, a voicemail can be left and we will return it on the next business day.

**QUALITY CONTROL:** Our quality control consists of making home inspections and phone calls. A supervisor may enter your home after our cleaning team leaves. They may call you at home or work. We believe that inspections and customer contact is the best way to help in exceeding your expectations and improve our high standards. You may also benefit a satisfaction survey. We appreciate you feedback.

**ARRIVAL TIME:** Please allow the scheduling of our cleaning arrival time between 7:00 am and 3:00 pm. We require a 2 to 4 hour window of arrival. If you require a specific AM or PM schedule we will make every effort to accommodate your request, however no time is guaranteed.

**SECURITY ALARMS:** If your home is equipped with a security system, please insure that it is in the “OFF” position when the cleaning crew arrives or inform our office of the code and input sequence before your scheduled cleaning. Please be sure to notify our office if this code changes.

**ACCIDENTS:** If you have valuables or heirlooms, etc., it would be helpful if they would be put away to avoid accidents. Regrettably and although not common, from time to time, something may be broken. Our personnel will call our office to inform a broken item, they are instructed to leave you a note advising you of the accident. If an item is damaged or broken in the event we reserve the option to repair or replace the item. A dollar value of “one-of-a-kind” items destroyed must be demonstrated in order that a settlement may be determined. We cannot be responsible for wall hangings attached with anything other than “real” picture hooks, top heavy items with unstable bases, wobbly or tippy objects. No straight pins, thread, etc.

**KEYS:** Please make sure your home is accessible to us. Our preference is to have a key to your home, since your scheduled cleaning time may change each cleaning. Each key is number coded (no reference to customer or company). Keys are maintained in a lock box except for the day of cleaning. Returned keys will require signature and identification at time of release. If you wish to be present during the cleaning, please note that we require a 2 to 4 hour window of arrival.

**PETS & PLANTS:** If you have pets, our cleaners do appreciate it when they are secured and that you pick up after them. We do not clean litter boxes or urine/feces from the floor. Due to the individual care that plants require, we are not able to water or maintain them.

**PAYMENT POLICY:** Full payment is due on the day of cleaning. We accept the following payment methods: cash, check, Visa, MasterCard and Discover. Payments made by cash or check, can be left on the kitchen counter or table for the team leader to pick up when the team arrives. Credit Card payment arrangements must be made in advance by calling the office. A fee of \$35.00 will be charged for any returned check.

**INVOICE FEE:** In the event that we need to invoice you for our services, there is a paper invoice fee of \$8.00 and email invoice fee of \$5.00.

**LATE FEES:** All past due invoices will incur a late fee of \$35.00 per month after 30 days of the original date of invoice. If an account requires legal or collection action, customer agrees to pay all cost of collection without limitations for reasonable attorney fees, interest on past due amount, court costs, and all collection costs.

**RESCHEDULING - 24 HOUR NOTICE REQUIRED:** If you change or skip your regular cleaning service, we require a minimum 24 hour notice on business days (Monday-Friday, 9:00 am to 5:00 pm) If you reschedule your cleaning less than 24 hours from the scheduled date, a \$100.00 fee will be charged. For all rescheduling changes, please contact our office at the number listed on the reverse side. **Please Note:** Monday appointments must reschedule by 5:00 pm on the preceding Thursday.

**LATE CANCELLATION:** Any cancellation received after 5:00 pm on the day before or same day of the scheduled cleaning, will be charge full price rate. This will also include if the team is locked out.

**ADDITIONAL CHARGES:** For recurring services, additional charge may be added, if you have recently hosted an event at your home and required additional cleaning time. Any gap in regular service (at the time of skipping service), your next cleaning service rate will change. Cleaning services requested in the late evening and weekends, will be subject to an additional charge.

**CLUTTER:** The cleaning will be far more satisfactory if the team does not have a great deal of clutter with which to contend. Desks that have a large amount of paperwork for instance will not be cleaned. Please pick up clothes, toys and paperwork before each cleaning. An Additional charge may apply due to time spent in home picking up clutter.

**HOLIDAYS:** Our company observed the following holidays: New Year's Day, Thanksgiving Day and Christmas Day. Should your regular cleaning fall on one of the holidays mentioned above, our office will contact you in advance to reschedule. For all other holidays not listed, regular cleaning services will be offered. If you wish to reschedule a cleaning that falls on another holiday throughout the year, please remember to call 24 hours in advance to avoid a late cancellation fee.

**EXTRA WORK:** Our teams are instructed to follow the work requirements as outlined in our general residential cleaning service. (see website: Cleaning Services - Residential Cleaning - General Cleaning for more details) The following services are not included in our general cleaning: laundry, ironing, organization, washing dishes, unloading dishwasher, inside cabinets/drawers, inside refrigerator, inside oven, patio furniture, windows, hand wash blinds/shutters, walls and chandelier cleaning. If you request any of the above listed services, please contact our office. An additional charge will apply.

**TIPS:** Tips are appreciated by your cleaning team but not required.

**RATE INCREASE:** Central Coast Cleaning, LLC reserves the right to adjust client rates at any time. You will be notified 30 days prior to any rate increase.

**YOUR CLEANING IS GUARANTEED:** We guarantee our services. Contact our office within 24 hours from the time of service and we will make every effort to schedule a re-cleaning, at no cost to you. Central Coast Cleaning does not refund any portion of a cleaning fee.

As the owner of *Central Coast Cleaning* I take responsibility for my employees and their actions. Our policies are designed to help minimize risks and abuse and are not intended to avoid responsibility. I will personally review any unresolved incident to insure the fairest resolution possible. You are our valued client and we wish to resolve each incident to your satisfaction.

Please do not hesitate to give me a call if you need further clarification on any of our policies. “Touching” people’s home is a personal and emotional task. We do it every day with as much care and respect as possible. When we fail, I seek your communication on the matter. We never want an issue to go unresolved. Thank you for your confidence in allowing us life’s most expensive possession—*your home!*

We appreciate and value your business.

Sincerely,

**GRACE BARAJAS**  
*President*