**Service Agreement**

By booking a cleaning appointment with Cleaning Naturally, the client acknowledges that he or she has read, understood and agreed to all Cleaning Naturally policies. The confidential client profile and following service agreement must be agreed to and submitted online at least 24 hours before your appointment or your appointment will be canceled.

**Payment Policy**

* All first-time or occasional clients must pay for their service in full with cheque or cash to the Eco Cleaner at the time of their appointment.
* If the Eco Cleaner has already met the client and trust that the client will pay, they may be aloud to e-transfer, but the e-transfer is due at the time of the cleaning.
* Invoices will be sent out each Sunday for the week, all clients from that week are required to pay for the cleanings before 9am ATL on that Friday,
* All returned payments are subject to a $25 service charge. Payments are due upon invoice.
* After 7 days of non-payment you will be subject to a 2% interest fee, charged per week.
* After 30 days delinquent account will be sent to collections. If there are unforeseen circumstances, that would prevent you from paying on time please contact cleaning-naturally@hotmail.com

**Cleaning Fee Increases**

Cleaning Naturally reserves the right to reevaluate rates at any time based on the time it is taking to perform our service to meet the Cleaning Naturally Standards. We will monitor the actual cleaning time for the first two months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.

**Estimates**

Estimates for move out, first-time and occasional cleanings provided to clients are estimates based on our extensive cleaning experience. Many factors may increase or decrease the amount of time it takes to provide cleaning services. Any additional time you would like your Eco Cleaners to stay beyond a quoted estimate is charged at our hourly rate in 30-minute increments.

**Rates**

One-time, occasional or first-time cleanings are charged at an hourly rate in 30- minute increments plus GST per Eco Cleaner. Clients who book weekly or bi-weekly service qualify for discounted maintenance rates. If a weekly or bi-weekly cleaning is skipped, we reserve the right to charge hourly for the next cleaning.

**Late/Cancelations and Lockout Fees**

* We understand schedules change.  We ask that you contact us no later than 24 hours before your scheduled cleaning if it is a weekly, bi-weekly or monthly cleaning. Cancellations later than 24 hours are subject to a $50 cancellation fee.
* The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key.
* For Monday cleanings, please email cleaning-naturally@hotmail.com on Sunday. Please keep in mind that each day’s cleanings are scheduled the week before, and if you cancel without enough notice we may not be able to fill the spot and your cleaning team may not have a full day’s work.
* If you request a reschedule we may not be able to accommodate your request with the same cleaning team you are accustomed to.
* If you wish to cancel or change your service by mail or email, please do so one week in advance.
* For first time cleans, we ask that you give us at least a weeks notice if you have to cancel, IF not you will be charged 100.00 as we still need to pay our cleaners

**Sickness**

If someone in your home is sick (contagious) please contact our office by 7:30 am if possible to let us know so that we have time to remove you from the team’s schedule and waive the late cancel feel.  We will be happy to reschedule your cleaning to a day when you are feeling better.

**Appointment Scheduling**

* All appointment times are approximate. Please allow a 1-hour window for appointment times before or after your scheduled time (30 minutes for 9 AM start times). Many variables can affect our arrival times, such as weather and road conditions (especially in the winter), client cancellations, lockouts, appointments before yours taking longer than expected, etc.
* Leaving a key for us is the most efficient way for you to provide us with access to your home.
* For hourly appointments, we reserve your appointment block for the time you book (example: 9 am - 12 pm). Your EcoCleaners may not able to stay beyond your service end time, so please ensure you reserve as much time as you would like. You will only be charged for the time your service takes so we recommend booking extra time if you don't have a time/price limit.

**Employee Solicitation (once employees are hired)**

Our clients may not solicit our employees to be contracted or employed by you or your affiliations for cleaning services of any kind. You are liable for an employment referral fee of $3000 per person, should you directly employ (either legally or on a cash basis) anyone currently employed by us, or employed by us within the six-month period prior to such employment. You agree to pay this fee whether you notify us of your action or we discover this employment independently at any time after it occurs.

**Employee Safety**

We are committed to staff safety, and require our employees to refrain from climbing ladders higher than 30 inches or lift or move objects weighing more than 20 pounds. Our staff **cannot** clean bodily fluids, pet accidents or any other substance or item which may pose a health or safety hazard to our employees. We reserve the right to remove an employee from a job site at any time if his or her safety is of concern.

**Receipts**

Receipts will be emailed to the address listed in your client profile once your payment has been submitted by your EcoCleaner and processed. This may take up to one week. If you require a receipt sooner, please email cleaning-naturally@hotmail.com and we will be happy to send it out faster.

**Accidents/Damage**

While we make every effort not to break or damage items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. Cleaning Naturally must be notified within 48 hours of service is damage is discovered. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a damage form for you advising you of the incident. We reserve the option of repair or replacement before a monetary settlement. Cleaning Naturally is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home (normal wear and tear that comes with age and use).  Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpet etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

**Holidays**

We do not provide service on New Years Day, Christmas Day and Thanksgiving. We will contact you approximately one month ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office 6-8 weeks ahead of time to reschedule your cleaning.

**Extra Requests**

Please call or email us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, the basement, garage, extra rooms) so we can schedule the time needed to complete these items. Extra charges will apply. We will try to estimate for you on the phone/by email but in some cases, we may have to charge by the hour depending on the task

**Satisfaction Guarantee**

Please contact us by email if you are not satisfied with your service within 24 hours of your service start time and we will return to re-clean any missed areas at the earliest possible date. This guarantee does not apply if you limit the amount of time we are able to clean or to clean areas that were not included in the original agreement. Cleaning Naturally does not offer refunds (pro- rated or otherwise) or exchanges on any of our services, including pre-paid packages, unless under extenuating circumstances.

**Cancelation Fee**

Cancelation fees will apply if you cancel your appointment after the 24 hour mark has passed, as it does not give us enough time to fill your time slot, and our employees still need to be paid. $50.00 dollar fee will apply to any last minute cancelations, after 3 missed times, we reserve the right to discontinue your services

If you cancel your first time clean after the 24 hour mark, you will be charged $100.00 , as we have to pay our employees either way