



# Service Agreement

## Cancellations or Rescheduling

- **Less than 24 h.** notice/day of service = 100% of the service fee.
- **Within 48-24 h.** from the start of the appointment = 50% of the service fee.
- **More than 48 h.** from the start of the appointment = No charge / no fee.

**One-time cleanings** and Move- In or Move- Out cleanings require a 65% non-refundable deposit to book your day and time.

\*We reserve the right to cancel the cleaning job when arriving at the location, if we notice any type of biohazard for our equipment and our team that has not been informed previously. Including traces of blood, human or animal feces, medical waste, or pest infestation. The cleaning service will be marked as completed and the payment will be processed in full.

## CONDITIONS OF YOUR HOME AND THE SCOPE OF OUR SERVICES

- 1. Upon arrival** - It is assumed that the home will be in order and somewhat picked up to facilitate cleaning. We are a cleaning business, not a housekeeping business.  
Dishes, tidying up, and straightening bed sheets are made if requested for an additional fee if not included in your package and must be requested at the time of booking.
- 2. Window** cleaning is done if requested for an additional fee. If not included in your package. We do not clean windows that are out of normal reach, nor on the outside if we cannot open them from the inside.



- 3. Payment** – Recurrent services, your credit card will be charged 24 hours before the service date. Appointments are only guaranteed with a credit card or prepayment. If more time is used to clean your home and it has been pre-approved, the additional charge will be charged right after the approval.
- 4. Specifications** – Please refer to the Cleaning Checklist to ensure you understand exactly which areas of your home will be cleaned based on the package you select. If an area isn't listed, you must discuss "special requests" with the sales representative before service commences, as there may be a price adjustment.
- 5. Quote** – We try to do a walkthrough prior to the cleaning to provide an accurate quote. However, we understand that sometimes that is not possible for our clients, and this means that we must rely on YOUR accurate assessment of the condition of your home. If we find the condition is not consistent with your description, we will call you and ask for a time adjustment and price increase. If we cannot reach you, and you have not pre-approved additional time, we will only stay the amount of time you paid for, and the quality will be compromised.
- 6. Condition** – If there is a lot of activity going on in your home, we will do our best to work around it. Avoid having contractors, painters, electricians, or movers working in the space while we are there. We are not responsible if an area looks dirty after we have cleaned it already. Too many interruptions in our routine may prevent us from completing the job in the amount of time estimated. More time may be available for purchase, or we may need to adjust which tasks can be accomplished or for-go due to insufficient time allotted.
- 7. Our Maintenance cleaning** is recommended for Weekly, Biweekly, and Monthly services. We combine your needs and wants with our time-tested cleaning methods to create your very own cleaning plan and follow it every time. This service is not recommended for deep cleanings, move-in / move-out cleans, Airbnb's, or first-time initial cleans.



- 8. We do not climb higher than a 4-step ladder.** Higher items will only be dusted with an extension duster. We cannot move furniture, but we will try to reach any visible places either by hand or with an extension duster.  
\*Please allow for some dust resettlement after we leave, we try to limit the dust in the air but cannot prevent this entirely.
- 9. Access** – Our time starts when we arrive to clean. If we must wait for someone to unlock the door, there will be less time available to clean the house.
- 10. Collections** – Payment in full is due at the time of service. Bounced checks, nonpayment, or declined credit cards may result in additional fees associated with your account. Failure of payment will result in your information being sent to a collection agency.
- 11. Our 100% Guarantee** – Our work is guaranteed! If you are not satisfied for any reason, call our office within 24 hours for a re-clean of the unsatisfactory areas. Because of the subjective nature of cleaning, refunds are not available.
- 12.** Before our arrival notify us if there are any **items subject to falling** or are not in good shape. We are not responsible for appliances, blinds, surfaces, light fixtures, or home furniture breaking while we are doing the cleaning. Our cleaners are well-trained to work at your home or office, we won't clean areas that need maintenance or replacement or that look dangerous to reach.
- 13. Pets** - When pets are inside the home, we are very careful to keep doors closed so they don't run loose. Please keep pets with you or in a safe place while we do the cleaning. Please be honest in letting us know how many pets are in the home as this will have an impact on our time and supplies or equipment.
- 14. Insufficient time** -Our cleaners work from 9 AM to 5 PM. We book the cleanings within those hours. If your cleaning requires more time than was originally scheduled for, we will ask the cleaner if she is available after 5 PM, and the hourly rate will be \$50/h, or you will have to book us for another day.
- 15. Allotted time** - Our schedule is subject to being full every day. If the cleaning service is in the morning and extra time is needed, we will confirm



with the other customer if we can arrive late so we can finish the service. Extra time will be \$50/h.

**16. Non-toxic solutions** or green cleaning products are only recommended for standard and maintenance cleanings. However, if you request non-toxic products for a deep cleaning, please be aware that our staff will need to spend additional time to remove stains, grease, or heavy build-up. We recommend using traditional products for deep cleaning services.

**By confirming your appointment and with our staff working at your home/office you are agreeing to the above terms.**

Contact us at [mattacleaningservices@gmail.com](mailto:mattacleaningservices@gmail.com) for questions related to the service agreement.