



(855)Maid-555

biomaids@gmail.com

Bio Maids Services & Policy

Initial Cleaning Hourly Rate:

In order to start on-going cleaning services Bio Maids has the task of bringing the property up to our standards cleaning condition. Usually, initial deep cleaning services are necessary and are charged at the hourly rate. Contact for details.

First / Single Service Payment:

In order to secure your service appointment we collect your credit card information in advance. The average charge for our service is **\$200.00**. Bio Maids requires pre-payment of this amount one day prior to your scheduled cleaning day. Upon completion of your project the final cleaning price will be adjusted for the actual cost.

Regular Services Payment Policy:

On-line payment must be posted **at the day** of the service. Payment by check must be made at the time of the service.



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On-going House Cleanings:

After the initial hourly cleaning, we charge you a fixed rate for regular service (weekly, biweekly or monthly). This rate includes the basic tasks listed below.

Living Spaces - Dust knick knacks, furniture, cobwebs and window sills; clean TV and computer screens; dust moldings and baseboards as needed; tidy the over all room appearance; vacuum floors and carpeting; and spot clean wood floors.

Bathrooms - Scour all visible interior and exterior parts of toilets; clean sink, counter, cabinet face and mirror; scour shower/tub walls, floor and fixtures; dust shelving, knick knacks, mirrors and picture frames; and clean flooring including back behind the toilet.

Kitchen - Clean exterior of large appliances; clean inside and outside of microwave; clean underneath and behind small appliances; clean counter tops and cabinet faces; clean sink area; and clean flooring.

Additional cleaning services are provided upon request, for an additional charge:

- Change towels and/or bed linens (\$ 5.00 per bed.)
- Detail clean kitchen items such as burner (\$ 2.00 per burner)
- Clean windows (\$3.50 per pane)
- Clean oven (\$15.00)
- Clean refrigerator inside (\$20.00)
- Vacuum upholstery
- Wet wipe blinds (depending on build up)



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Note:

There cannot be **any add-ons** during the on-going services. The client must contact Bio Maids to make an arrangement for the additional services at least one week prior to following scheduled cleaning services. Please refer to your client data sheet for specific information regarding the day, time and frequency of your cleaning, notes specific to your home and payment details.

Cleaning Times:

We do our best to be prompt and meet the cleaning time indicated, but traffic and other clients may affect our schedule. If your scheduled cleaner is going to be more than 30 minutes late, we will contact you. If no arrival time is indicated, then the cleaning will be done between the hours of 8:00 a.m. and 5:00 p.m. Our cleaners appreciate your flexibility. Please allow for an open time frame rather than an exact arrival time when possible.

Late Fee:

Overdue payments are subject to a late fee of **\$25.00**. In addition, interest will be charged at the rate of twelve percent (12%) per annum on all overdue amounts. Bio Maids reserves all rights available under Washington Law to collect any amounts due and owing pursuant to this agreement.

No Show Fee:

If you wish to cancel or reschedule a cleaning appointment, at least 48 hours notice is required. If the cleaner is unable to enter the house **\$40.00 fee** will be charged.

Returned Check Fee:

Returned checks are subject to a **\$36.00 processing fee**.



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Equipment Policy:

Bio Maids gives the option for our customers to use their own equipment while we conduct our cleaning session. Therefore, please be advised that our maids are **not** responsible for replacing any of our customer's equipment that malfunctions during usage.

Shoes:

Footwear must be worn by the employees at all times. The staff is never allowed to remove their footwear. However, since we already carry an all-purpose cleaner & sanitizer, the staff can clean the bottom of their shoes before they walk through the house, if you wish.

Valuables, monies & firearms:

Please take precautions when you have service workers in your residence. Be conscientious about leaving certain items unsecured. But let's not tempt anyone with cash, jewelry, credit cards, checks or other valuables which are easily accessible. Also, if there are guns or ammunition in the house, please have them locked away.

Customer Feedback:

Each of our clients has different needs. Please keep us informed of any comments or suggestions you may have. The more specific your feedback, the better job our staff can do for you. In the event that you are not satisfied with the cleaning, please let management know of your concerns within 24 hours.



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Loss or Breakage:

Bio Maids is licensed and insured. The cleaning professionals promise to conduct themselves professionally in your home. In the event of an accidental damage, notify our office within 24 hours. We cannot guarantee reimbursement for damages reported more than 24 hours after the end of the cleaning appointment. Reasonably, we cannot be responsible for collectibles, family heirlooms, priceless or expensive items. Please secure these items, if possible, and inform Bio Maids so we may take every precaution.

We ask our customers to please put away hoses, wires, kids and pet toys, chew bones and alike, in order to prevent damage to the items or our equipment.

Key and Alarm Systems:

Most of Bio Maids customers gave us a key to their home and we take extreme measures to protect each key. However, Bio Maid has no responsibilities in any event customer choose to leave a key under the doormat or any other hidden places outside of the home.

If you have an alarm system at your home and it is simple to operate, you can give instructions on its operation to Bio Maids manager. However, if your alarm system is complicated, we prefer that your alarm be left off on the day of the cleaning.

Skipping Services:

The fee of **10%** from your based price will be charged for every skipped week.

Assigned Cleaner:

This person will be your regular cleaner with the exception of illness, vacation, or personal emergency. In the event your assigned cleaner requested day off another cleaner will cover the absented maid in order to keep the scheduled service. If you choose to skip the service because of absence of you assigned maid the skipping fee must be charged. In the event your assigned cleaner ends employment with the company, he or she will be replaced with another trained cleaner who has been briefed on the details of your home and cleaning services.



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Employee Solicitation:

When entering into an agreement for services with Bio Maids, you agree not to solicit for hire, personal contact information any staff member introduced to you by Bio Maids for any home-related services. If you are found to have solicited one of our staff members, you understand and agree to pay referral/ training fee **\$5,000 payable to Bio Maids** immediately upon employing our staff for any services to your home / business. If the fee is not paid Bio Maids reserves the right to pursue other legal method of collection.