

Scheduling:

Divine Touch Cleaning requests that all cleanings one time or recurring be made at minimum two weeks (with deposit) to a month in advance and a maximum of up to three months in advance.

Establishment and Cancellation of services:

The initial cleaning services will have a trial of 4 weeks in which either party can cancel the contract at any given time after the first cleaning has been performed and first payment is made.

After the initial four weeks the seasonal contract will begin, and shall last for approximately 3 month increments. If there is any violation of the agreement or if Divine Touch Cleaning deems the environment not to be suitable Divine Touch Cleaning reserves the right to end the contract at any time.

If you the client deems Divine Touch Cleaning not suitable to perform the original agreed upon services, there must be a written notice one month before the last day of services performed. The client will also be held responsible for any and all payments for services that would have been performed from the date of the written notice until the last day of services whether you chose to have the service(s) performed or not have the service(s) performed.

Changing of Services:

From the 1st day of booking up to the day before the deposit is due there will be no financial obligation, until the next service is scheduled. At that time the deposit calendar time will start over.

After the deposit has been paid

The total deposit will forfeited and surrendered toward the new negotiated contract of services. If the new services are a lesser amount then the previously negotiated services the difference of the deposit will be forfeited at the time of services, no new or additional services will be added after the second contract revision.

Initial Deep Clean (*Recommendation*):

Divine Touch Cleaning recommends that all clients have an initial deep cleaning bringing ones home to a manageable state. This will allow Divine Touch Cleaning and you the client, to better maintain and service the home.

Cleaning Protocol

Please note that if you and/or your family are home while services are being performed, kindly establish with the staff what rooms you will be in as we route throughout your home. You may also specify which rooms you would like to be cleaned 1st to last in order to allow for a smooth transition for the staff and your daily activities. Also please note that once a room is cleaned we will not reenter the room to clean it again if you or your family have entered the room and resumed daily activities.

At the beginning of your cleaning if there is anything that has changed in your home, needs special attention, or if an object/appliance is broken/malfunctioning kindly notify the staff during this time. If all is well no initial walkthrough is needed.

At the end of your cleaning there will be a final walkthrough where you and one of the staff members will check the home for any areas that may have been missed or needs touching up. The checklist will be tailored to your contract and completed with your signature and date.

Payments and Security Deposits for Rescheduling or Cancellations:

Recurring cleanings: a 100% security deposit (of one cleaning) will be due two weeks before the start of services with the signing of the contract. This deposit will then secure the day and time of the desired cleaning. After the deposit has been made the contracted amount for each cleaning then will be due at the beginning of the services

This deposit will cover a one time Rescheduling or Cancellation. Once the deposit is used, during the next scheduled cleaning the replacement for the used deposit will be due along with the contracted amount for the recurring cleaning. If the deposit is not used at the end of the contract the deposit will be applied to the last cleaning.

One time, Move In, and Move Out cleanings: a 25% security deposit will be due at the signing of the contract. This deposit will then secure the day and time of the desired cleaning. The remainder 75% will be due at the beginning of services, no exceptions.

Rescheduling or Cancellations:

The day and time of the initial scheduled service(s) with Divine Touch Cleaning will be exclusively for you the client. If there is any need to cancel, or reschedule occurs (on the client's end) the following procedures will go into effect.

If a deposit has been made and Divine Touch Cleaning Reschedules a 15% refund will be issued and the remainder will be applied to the next rescheduled appointment.

If Divine Touch Cleaning can not perform your services due to inclement weather and a deposit has been made the deposit/payment will be applied to the next rescheduled appointment.

If any service needs to be rescheduled for any reason or life event please refer to the following:

From the 1st day of booking up to the day before the (two week) deposit is due there will be no financial obligation, until the next service is scheduled. At that time the deposit calendar time will start over.

After the deposit has been paid

80% of the deposit will be forfeited and 20% of the deposit will be applied to the next rescheduled service(s).

Annual Increases:

Annually between the months of September to November there will be an 0-20% increase on all services for all clients for production and supply cost increases.

Insurance

Divine Touch Cleaning, since establishment, has a 1 million dollar insurance policy. All information for such documents are public record and can be made available upon request. Divine Touch Cleaning will take full financial responsibility for any objects broken, or stolen.

Please Sign and date below as confirmation that you have received and reviewed the updated policies and procedures.

Name _____

Date: _____