

# **Divine Touch Cleaning**

## **Policies and Procedures**

### **Scheduling:**

Divine Touch Cleaning requests that all cleanings (one time or recurring) be made at minimum one week (with deposit) to 1 month in advance and a maximum of up to three months in advance.

### **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.

### **Consultations**

Upon request or recommendation an initial one time consultation maybe performed at the clients home, commercial space or rental property. In order to assess any specific needs, unique spaces, Airbnb or rental property needs. A (non refundable)\$50 fee will be charge and due 24hrs after booking the appointment. \$30 will be assigned to the consultation and \$20 will be applied to the first cleaning. Any home or commercial space over 2,000 sq ft will require a consultation. Any Airbnb will require a consultation. The \$20 fee maybe waived upon the discretion of Divine Touch Cleaning.

### **Establishment and Cancellation of services:**

To begin your cleaning contract there will be 2 trial cleanings. During this time Divine Touch Cleaning will get to know you, your home and your needs. You will also be able to experience our standard of cleaning and get to know our staff.

During this time either party can cancel the contract at any given time after the first cleaning has been performed and first payment is made. For each trial cleaning there will be a 25% (non refundable)deposit (due 24hrs after booking) to hold the appointment date and time.

### **Contracts:**

After the 2 trial cleanings you will be able to choose from a seasonal contract that will last for approximately 3, 6 or 12 month increments. There will no longer be a 25% (non refundable) deposit for each cleaning, however there will be a deposit of 100% (non refundable) of one cleaning (Example:If your bi weekly cleaning is \$150, your deposit will be \$150). This deposit will be due one week after the signing of the contract, which covers any cancellations during the contract. If there are no cancellations the deposit will be applied to the last cleaning of the contract. If there is more than one cancellation during the contract the regular scheduled payment for the cleaning is due at the time of cancellation. At the signing of a new contract a new deposit is to be paid to start the process over again.

During the 3, 6 or 12 month contract 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. At the end of each 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 touched up. A checklist will be tailored to your contract and completed with your signature and date.

If 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.

### **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 the staff notices anything that has changed in your home, needs special attention, or if an object/appliance is broken/malfunctioning. We will take pictures and notify you as soon as we are aware of the issue.

### **Payments and Security Deposits for Rescheduling or Cancellations:**

*Recurring cleanings:* a 100% security deposit (of one cleaning) will be due one week after the signing of the contract. This deposit will cover a one time cancellation. Once the deposit is used for one cancellation the regular scheduled payment for the cleaning is due at the time of any following cancellations. At the signing of a new contract a new deposit is to be paid to start the process over again. If the deposit is not used at the end of the contract the deposit will be applied to the last cleaning.

After the deposit has been made the contracted amount for each cleaning then will be due before or at the **beginning** of the services. *If the payment is **not** paid before or at the beginning of the cleaning services there will be a \$5 charge if paid after the beginning of services, but during the day of services.*

~If the payment is made one day after services are performed there will be a \$10 late fee (non refundable).

~If the payment is made 2 days or more after services are performed there will be a \$20 late fee (non refundable).

The administrative team will send out invoices the night before all cleanings. This will make the payment platform easily accessible. If you choose to pay with cash, check or zelle we will send out the invoice so that we can record the payment upon arrival.

*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 remaining 75% will be due at the beginning of services, or the services will not begin, no exceptions.

### **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:\_\_\_\_\_