



COMPANY POLICY AND
PROCEDURES

Last Updated: 05/07/2023

Cleaning Crew

In our commitment to provide exceptional service, we typically assign one or two cleaners per job. The total cleaning time is based on the booked hours. For instance, if the booking is for 6 hours and two cleaners are assigned, this equates to each cleaner working for 3 hours (a combined total of 6 hours).

We strive to maintain consistency in the personnel who clean your home, limiting rotation as much as possible. This approach not only ensures familiarity and efficiency but also allows for effective cross-training of our cleaning technicians.

Rest assured, all our employees undergo rigorous background checks, screening, and drug testing prior to their employment. This ensures that our staff is not only skilled but also upholds the highest standards of integrity and accountability.

Right to Refuse Service

We reserve the right to deny and/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter, and disconnected utilities.

Our employees have the choice to leave if the home is in an extremely unsanitary condition or if they feel unsafe or threatened. If you book a cleaning that is unreasonable, our cleaners may refuse service on the spot and you will be charged the cancellation fee.

Cleaning Day Preparation

Your price for cleaning is based on your cleaners focusing all of their time on cleaning. Therefore, we ask that you take a few minutes to tidy up to allow the cleaners easy access to the areas and surfaces to be cleaned: floors, countertops, tabletops, etc. If you'd like our cleaners to do these tasks for you, call the office in advance so your cleaning fee can be adjusted for the additional time.

Pets

We will gladly work around pets; however, we ask that indoor activity is limited for cleaning efficiency and safety reasons. If your pet becomes anxious or presents a safety concern, **Excellent Shine** reserves the right to remove its employees from your home.

Our employees are instructed not to enter a house if they believe an animal is a threat; pets may behave differently if a family member is not present. If removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

Service Fees

Please remember that we give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the house. To ensure there are no surprises, if we arrive and find that the job will require extra time, we'll call you to let you know. If we are unable to reach you, the crew will have to leave and you will be charged the cancellation fee.

We reserve the right to reevaluate rates at any time based on the time it takes to perform our service to meet the client's standards, **Excellent Shine** will contact the client to discuss price or service revisions if the cleaning time differs drastically from the original bid.

Payments

Payments must be made before or on the day of cleaning by iDeal or Credit Card.

Issue Resolution / Refund Policy

To ensure the highest standards of service and prompt issue resolution, we kindly request that all feedback or complaints regarding our cleaning services be submitted within 2 hours of service completion. Please note that requests or complaints made after this time frame will not be eligible for refunds or additional cleaning services.

Recurring Service Discount

Recurring discounts start AFTER the first cleaning service, if you skip cleanings so that your cleaning's frequency is lower than what you were set up for, your price will be increased to the pricing level for the lower frequency.

Rate Increase

Client's cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of the client's established service schedule or home or living situation: remodel, change of address, number of people living in the home, a significant addition of furniture, etc.

Customer rate shall be increased annually, by an amount not-to-exceed 8% of the client's current rate.

Lockouts

Clients shall make the service location accessible to **Excellent Shine** personnel on the scheduled service day. If the team is locked out of a client's home, every effort will be made to establish contact with the client to arrange for entry into the home, if contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped and you will be charged 70€ late cancellation fee. This fee is necessary to compensate the employees for unexpected lost revenue and time travel. To avoid the fee, please be sure to provide us with a key or code to gain entry to your home.

Rescheduling & Cancellations

Service reliability is extremely important because we reserve a time especially for you. We request that you give us a minimum of 24 hours advance notice if you need to cancel or reschedule for any reason to avoid incurring a 70€ cancellation fee.

Alarm

If your home is equipped with a security system, please ensure that it is in the off position or call our office with the code and proper directions for use. If the code should change please let us know so you do not incur a lockout charge.

Use of Homeowner's Vacuum

If you request that we use your vacuum, we will not assume or accept any liability for damage to the unit. Since we are not responsible for the maintenance of the vacuum, we will not be responsible for any repairs to it. This is important because if the vacuum is not in working order when we arrive to clean your home, we will not be able to vacuum any carpet or hard floor surfaces.

Cleaning Supplies

We provide the equipment and products needed to thoroughly clean your home. If you require us to use green cleaning products only, please let us know before we start the service.

If you require us to use your cleaning supplies, note that we are not responsible for any damage associated with those products. When this request is made, we ask that you have the cleaning chemicals and supplies ready so we can perform our cleaning service as efficiently as possible.

Items We Cannot Clean

Mold removal is a specialty; we cannot be liable for any mold-related risks in clients' homes.

We cannot clean hoarding homes or areas containing any animal or human body fluids, including blood, feces, vomit, cat litter boxes, bird cages, urine, or excretions.

Unreachable Areas & Heavy items

For safety and liability reasons our employees can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 20 kilograms; if you would like for us to clean behind heavy objects, please move them prior to your cleaning time.

Breakage, Damage & Loss Policy

While an occurrence is rare, the possibility of breakage or damage is present while we clean. Our cleaners exercise reasonable care when cleaning your home, and we carry insurance for damage or breakage caused by our cleaners.

We are not liable for damage that is caused by normal wear and tear, improper installation of an item in your home, artwork, collectibles, or family heirlooms not disclosed during the booking process, these items include but are not limited to the following:

Artwork, Collectibles, and Family Heirlooms: These items are expensive and impossible to replace, the client should point out such items to us before starting service.

Please advise us on how you would like your fragile items handled and their care.

Notification must be made within 24 hours of breakage or loss of any personal items. Identical replacement is always attempted but not guaranteed.

Key Release

Client keys are coded and stored inside a locked cabinet to which only the managers of **Excellent Shine** have access.

In the event that a client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, **Excellent Shine** will not be held liable for any damages or theft to the client's home.

Upon termination or cancellation of services, **Excellent Shine** shall return any client key(s) in its possession no later than 48 hours after termination of services.

Break Policy for Extended Cleaning Sessions

To ensure the well-being and efficiency of our staff, we have implemented a break policy for extended cleaning sessions. If a cleaning task takes 4 hours or more, our employees are entitled to a 15-minute break. This break is designed to provide necessary rest and maintain the high-quality

service that our customers expect from us. We believe that this policy not only supports our employees' health but also enhances their productivity and attention to detail during long cleaning assignments.

Window and Balcony Cleaning Policy

While our general cleaning services provide thorough care for your home, they do not automatically include window and balcony cleaning. These areas require specialized attention and can be included in your service upon request for an additional fee. Please let us know if you would like these areas to be addressed so we can ensure your cleaning plan meets all your needs.

Exclusion of Garden and Exterior Cleaning

Our cleaning services are focused on the interior of your home and do not include garden or external area maintenance, as these require different expertise and equipment. If you need services for gardens, yards, or external areas, we recommend seeking a specialized service for these tasks. This ensures that you receive the best care for each specific area of your property.