



## Company Services Sheet & Cleaning Checklist

### **Terms and Conditions:**

Use of our services constitutes acceptance of these terms and conditions.

### **Payments**

Can be made with the iDeal payment system while booking our services. If paying with credit card, please pay through the invoice that will be emailed and check "save card on file". Cleanings will not be performed if payment is not received by the start time of your cleaning.

### **Cancellations**

Please provide at least 48 hours' notice for all cancelled appointments. A 50,00€ cancellation fee will be charged for all cancellations with less than 48 hours' notice.

### **Skipped cleanings**

For **bi-weekly customers**, you will be charged our monthly rate for 1 skipped cleaning. For 2 or more consecutive skipped cleanings you will be charged our one-time cleaning rate. For **monthly customers**, you will be charged our one-time cleaning rate for 1 or more skipped cleanings. This is to account for the additional time it will take to clean your home.

### **Lock out policy**

Please be sure we can enter your home, either by leaving a key, a code, or leaving a door open. If we arrive for a scheduled service to find we are unable to access your home, a lock out fee of 50,00€ will be charged.

### **Rate Changes**

This is only an estimate. Excellent Shine reserves the right to reevaluate rates at any time based on the amount of time it is taking to perform our services in order to meet our client's standards.

We monitor the actual cleaning time after the second cleaning and occasionally thereafter. Excellent Shine will contact the customer to discuss possible price or service revisions if the cleaning time differs from the original estimate.

### **Other**

Please be advised we don't dust the fronts of flat screen tv's in order to avoid scratching.

If we see a potential breakage happening, we will avoid cleaning areas or things that could potentially break. (ex. china, knick knacks on a shelf, etc.)

We will only microfiber wet wipe flat surfaces furniture with 6 or fewer items. We will still microfiber dust flat surfaces but with surfaces with 6 or more items it adds a lot more time to the cleaning and it's hard to estimate the extra time/cost when giving the original estimate.

Areas with excessive knickknacks/items or wall picture frames will not be moved or dusted in order to stay within the allotted time and save you additional money.

Due to liability and performance concerns we only use our own supplies (except toilet brush which we ask our customers to provide) and equipment. We use industry standard equipment and eco-friendly cleaning chemicals that will ensure your home is cleaned to your satisfaction.

### **On the Day of Cleaning:**

We ask our customers to provide their own toilet brush for sanitary reasons. We provide all other supplies and necessary equipment.

Please leave us ample room to be able to clean countertops, furniture, and floors by picking up excessive items (i.e., clothing, toys, personal care, etc.). We ask this to ensure that your home is thoroughly cleaned in the time that is allotted.

### **House Cleaning Checklist:**

#### **Our Regular Cleaning**

##### **All areas of the house**

- Dust surfaces
- Dust and hand wipe furniture tops
- Dust baseboards, chair rails, and door panels
- Dust ceiling fans (within reach)
- Vacuum carpets
- Vacuum and damp mop floors
- Empty all trash
- Dust blinds, window sills, and lock ledges
- Dust furniture
- Dust pictures frames
- Dust lamp and lamp shades
- Dust and clean mirrors

##### **Bathrooms**

- Dust surfaces
- Dust blinds, window sills, and lock ledges
- Dust cabinets, door panels, and baseboards
- Clean and disinfect surfaces
- Spot clean cabinet fronts and disinfect knobs
- Clean, disinfect, and shine showers and tubs
- Clean and disinfect toilets inside and out
- Clean and disinfect door knobs and switch plates
- Shine fixtures
- Vacuum and damp mop floors
- Empty trash

##### **Kitchen**

- Dust surfaces
- Dust blinds, window sills, and lock ledges
- Dust chair rails, cabinets, door panels, and baseboards

- Dust top of refrigerator
- Clean and disinfect counter tops
- Spot clean cabinet fronts and disinfect knobs
- Clean and disinfect door knobs and switch plates
- Clean and disinfect sink
- Clean and disinfect microwave inside and out
- Clean, disinfect, and shine outside of oven and top of range
- Clean, disinfect, and shine outside of dishwasher
- Clean, disinfect, and shine outside of refrigerator
- Clean and disinfect kitchen table
- Vacuum and damp mop floors
- Empty trash

### **Bedrooms**

- Dust surfaces
- Dust and hand wipe furniture tops
- Dust furniture
- Dust baseboards, chair rails, and door panels
- Dust blinds, window sills, and lock ledges
- Vacuum carpets
- Vacuum and damp mop floors if (non-carpet)
- Empty trash

### **Our Spring Cleaning (additional cost)**

Everything included in the regular cleaning plus:

- Damp wipe baseboards and window sills
- Damp wipe door panels and frames
- Vacuum upholstered furniture
- Remove cobwebs (within reach)
- Damp wipe kitchen and bathroom cabinets fronts

### **Our Move-in/Move-out Cleaning (additional cost)**

Everything included in the regular cleaning plus:

- Damp wipe baseboards and window sills
- Damp wipe door panels and frames
- Remove cobwebs (within reach)
- Damp wipe kitchen and bathroom cabinets fronts