

Terms of Service

Thank you for choosing Tidy House. We strive to make our customers happy with a great clean. We hope that every interaction is a great experience for our customers. To increase our customer's experience, we want to fully communicate on how Tidy House operates, below is the Terms of Service. Agreement of terms of service include but not limited to: customer purchasing services, verbal acceptance, emails, written acceptance, signed documents, acknowledgment.

Quotes

Quotes or estimates are not a contract or a bill. It is our best guess at the total price for the service and goods described above. The customer will be billed after indicating acceptance of this quote. Payment will be due prior to the delivery of service and goods. Price may change if residence requires more services than best guess. Tidy House may adjust prices without notice.

Customer Privacy

We are committed to keeping your information private. We do not sell your information to third parties. Information will only be shared with other parties in order to continue service for Insurance purpose.

Satisfaction of services

Tidy House will do its best to perform services to the standard of customer. Please let us know of any deficiencies with 48 hours of cleaning. In the event that the house is not cleaned to customer's standards, we will revisit the customer's wants and needs and then send someone to clean areas of complaint.

Cancelling/ Rescheduling clean

Customers must give Tidy House a 24 hour notice during normal business hours to cancel/ reschedule a clean. Holidays and weekends do not count. If employees arrive on site and the house is inaccessible due to failure to cancel or no point of entry, then half the cleaning fee will be charged to the customer. Cancelling less than 24 hours may subject customer to a rescheduling fee.

During inclement weather, Tidy House reserves the right to reschedule or cancel clean.

Billing

In order to book services with Tidy House, we require a credit card on file. Tidy House may charge customers up to 24 hours prior to services. Any payments that fail to process may delay services and additional fees. Fees associated with

Checks or other failed transmitted payments for service may be charged back to the customer.

Payment

We accept checks, credit cards. Payment is due prior to delivery of goods and services.

Price of service

Prices are fixed rates for recurring visits. The price is based off of similar levels of organization and normal build-up between visits. If there are changes in the amount of work needed or clutter to handle, prices may be adjusted. If wrong information is given to the size, cleanliness, clutter of house or business, price can be adjusted without notice.

Requests

All requests, add-ons, changes must be determined prior to service. All changes must go through office for approval. Techs bring the correct equipment for the job specified prior to service. Last minute changes may not be possible.

Pets

The joy of our lives. We have several too. With all their cuteness, they can be a handful during the cleaning process. Some are curious and may want a drink of our mop water. Some may not like that strangers are in the house and become aggressive or stressed out. Your pet may love the outside and try to jet out the door if it opens. If you do have pets please let the office know and how many, prior to your clean. If you have animals that want to take a drink or may be aggressive or stressed out, please make accommodations for your loved ones. You know your pet better than anyone else. It is good idea to secure your loved ones if you may think they may react negatively during the cleaning service. Tidy House is not responsible for pets that escape or the safety of your pet. Please also let the office know prior to our arrival of your accommodations. We do not clean pet that get sick or other pet accidents. We will try to clean the best we can around pet accidents.

Let the Cleaning begin!!

1. Fluids and equipment

Tidy House uses specific chemicals, methods and procedures. Methods and procedures may change at any time without notice. During the clean process, equipment may be lying about and fluids may be present as to cause injury to person or pet. Tidy House recommends home occupants and pets not be present during cleaning. If occupants or pets are present, it is recommended that they stay out of working areas until cleaning is complete. Additionally, Tidy House only uses chemicals, tools, and equipment that has been verified for use. Tidy House does not use other tools, equipment or chemicals that are not authorized by Tidy House. For example, we do not use bleach as it can easily damage objects, persons or pets in the home. If you ask an employee to use bleach or other damaging chemicals, we are not responsible for damages or injuries. We try to accommodate our customers the best we can. If bleach is an absolute must, please have it well contained in the area of use as to cause damage or injury. Tidy House will not be liable for injuries or damages that occur using unauthorized chemicals, process, or methods. See General Release of Liability.

2. Trash

Any trash collected during cleaning will be disposed of at customer's house in the garbage bin.

3. Allergies and Chemical reactions

It is the sole responsibility of the customer to inform Tidy House prior to cleaning of any known allergies or adverse reactions to chemicals used by Tidy House. Please let Tidy House know if you would like us to use Eco-friendly chemicals.

4. Utilities

We cannot clean without water and electricity. Water and electricity must be present in order to provide services. In the event that we cannot provide service due to no utilities, a lockout fee will be charged to customer and will be rescheduled for another time.

5. What we don't do

We don't move furniture or other heavy items. We don't climb to clean. We clean what we can reach from the ground. We do use a few tools that are on extendable poles. We don't use chemicals that are not approved by Tidy House. We do not dust or clean collectibles. We do not move valuables to clean. We do not clean up pet accidents. We do not move heavy items, items that are stacked or piled, or items that litter the floor that have to be picked up by hand. We do not disassemble items. We are not a restoration or remediation service. We do not restore items. We do not clean houses that require extermination services of pests or animals. We do not clean houses that severely damage with pet waste. We do not clean houses that are in need of mold or biohazard. We do not clean houses that need restoration due to hoarding, human waste,

blood, or bodily fluids. We do not clean houses that are need of repair. We have the right to refuse or immediately stop cleaning if there is evidence of any of these conditions apply.

6. Hazardous conditions

Customers must make a safe enviroment for our cleaning technicians. A cleaning service will be cancelled or rescheduled if there are unsafe conditions present in the home or property. This may include but not limited to, slick driveways or sidewalks, Aggressive animals, mold,

Breakages, Damages, and Theft

We hate it when there is damage or loss of customer's property. We do everything we can to prevent damage or loss of customers property. Please move or put away expensive collectibles, valuables, glass figurines to an area that is not being cleaned by a cleaning technician. Sometimes breakages occur due to the item be incorrectly assembled, improperly installed, improperly cleared, or improperly setup. Such incidences are not the fault of Tidy House. We will cover other breakages, damages, or theft after going through validation process. In some cases we will have damages repaired by a professional.

Insurance

In the event that we cannot repair damages or breakages, Tidy House and representatives are covered by insurance. Tidy house does carry insurance for breakage, damage, and theft. Fraudulent claims will be prosecuted to the full extent of the law.

General Release of liability while performing services

Effective immediately upon agreement of terms of service, I [Party Requesting Cleaning Services] , for and in consideration of terms of service, the receipt and sufficiency of which is hereby acknowledged, do hereby release and forever discharge Tidy House, their agents, employees, successors and assigns, and their respective heirs, personal representatives, affiliates, successors and assigns, and any and all persons, firms or corporations liable or who might be claimed to be liable, whether or not herein named, none of whom admit any liability to the undersigned, but all expressly denying liability, from any and all claims, demands, damages, actions, causes of action or suits of any kind or nature whatsoever, which I now have or may hereafter have, arising out of or in any way relating to any and all injuries and damages of any and every kind, to both person and property, and also any and all injuries and damages that may develop in the future, as a result of or in any way relating to the following: Potential injuries and damages to person or pet, arising while performing cleaning services may include but are not limited to: moping, equipment, use of unauthorized chemicals, use of unauthorized tools.

