



# The Cleaning Company

Terms & Conditions of The Cleaning Company of New York, LLC

## Health & Safety

- We reserve the right to refrain from providing services if, at the time of the scheduled cleaning, the client or any member of the household is currently recovering from an illness, including but not limited to COVID-19.
- In such cases, the client agrees to notify The Cleaning Company in advance and will reschedule services for a later date when the health and safety of both parties can be ensured. There will be no fee for rescheduling.
- The client acknowledges that this precautionary measure is in place to protect the well-being of our staff and maintain a safe environment for all parties involved.

## Payments

- All products and services offered by The Cleaning Company require an upfront payment before proceeding.
- In the scenario in which an employee of The Cleaning Company arrives at the client's location and requests a service not paid for before arrival, an immediate payment must be made in order to execute.
  - The additional service can only proceed as long as scheduling conflicts do not exist; meaning there must be an appointment slot available immediately preceding the appointment.

## Services

- By rule, the client is only entitled to services paid for. Any additional request must be communicated and paid to The Cleaning Company prior to beginning. There will be no exceptions.

## Communication

- When it comes to the negotiation or explanation of services, we prefer communicating through email or text message. This method allows for clear and concise communication, as well as providing a written record of the conversation that can be referred back to if needed.
  - It also allows both parties to have time to review and consider their responses before sending them, avoiding misunderstandings or rash decisions. Of course, in-person or phone conversations can be useful in some situations, but for the initial stages of negotiation or explanation, email or text message is often the most efficient and effective way to communicate.

## **Quality Assurance**

- In the event that the client is dissatisfied with the quality of the cleaning service, The Cleaning Company must be notified within 1 hour of service completion to rectify the issue.

## **Performance**

- The Cleaning Company's obligation to perform services is contingent upon the client providing access to the property on the scheduled cleaning dates.

## **Termination of Service**

- In the interest of maintaining a productive and respectful working relationship, The Cleaning Company reserves the right to terminate services immediately if, during the performance of the service, the environment becomes hostile, or, if the client fails to provide a comfortable, safe, and stable work environment.
- Conversely, the client retains the right to terminate the services during their session if they deem the services to be inadequate due to legitimate reasons.
  - In the event of termination initiated by the client, a **maximum** refund of 40% of the final amount paid to the company may be granted, acknowledging the value of the services rendered up to that point.

## **Pets & Infestations**

- Clients are required to notify The Cleaning Company in advance if there are pets on the premises. This information is crucial to ensure the safety of both our staff and the pets during the cleaning process.
- For the safety of our cleaning professionals, clients are responsible for appropriately securing or containing pets in a separate area during the cleaning service. This ensures the efficiency of our cleaning process and minimizes any potential disruptions.
  - Clients understand that they are liable for any damages or injuries caused by their pets to the cleaning professionals or equipment during the service. It is the client's responsibility to address any behavioral concerns with their pets.
- Clients acknowledge that they are responsible for notifying the cleaning company of any pest infestations, including but not limited to, insects, rodents, or other pests present on the premises. Timely disclosure is essential for the safety of our staff and the effectiveness of the cleaning service.
  - In the event of a pest infestation, The Cleaning Company reserves the right to refuse or postpone services until the infestation is appropriately addressed. Clients are responsible for arranging pest control services if needed.