

Bahamian Maids

Relax. It's Done.

Nassau, Bahamas

677-0386

www.bahamianmaids.com

email: suport@bahamianmaids.com

Residential & Office Cleaning Service Agreement

Philosophy

Bahamian Maids, herein referred to as **BM**, is a natural cleaning company. We use all-natural plant-based essential oils in our environmentally friendly cleaning products. This provides you with a clean surrounding and healthy home; safe for you, your children, your pets, and of course, our environment.

Further, we believe that mutual respect and clear communication are the keys to maintaining a great relationship with our clients. We hope that this agreement helps foster this respect and communication with you.

Service and Contact Hours

Our contact hours are: Monday - Friday: 9:00 am - 7:00 pm

Our service hours are: Monday - Friday: 8:00 am - 5:00 pm

A mailbox will be active whenever we are not available to immediately answer your call (we turn the cell phone off when doing walk-through appointments and cleaning jobs) and we will call you back as soon as possible.

If you need us urgently on the weekend we can help you out, but we prefer email as the best method of contact. Phone calls may go to voicemail, so please leave us a message and expect a return call the following business day.

Services provided

We will perform the cleaning tasks as scheduled on the attached checklist. We have a 2 hour minimum. Please note that we provide you with an estimate before we start to clean. **If the amount of time needed to clean your home differs significantly from the estimate, then an adjustment of the price will be necessary (meaning any cleaning that takes longer than 4 hours to clean). Furthermore, if work hours extend after 5pm there will be additional charges of (\$10 per hour for [1] maid & \$20 per hour for [2] maids).** Also, if the conditions in your home change (for example additional pets or people living in your home), a price or service revision will be necessary.

Add-on Services

We are happy to provide you with additional services (i.e. cleaning the inside of the oven/refrigerator/cupboards, cleaning the exterior windows, if accessible....). Additional tasks need to be requested in advance, so **BM** can schedule the additional time and supplies needed. Additional fees are incurred when additional services are needed.

Prices

In order to keep our prices as low as possible, it is important for us to have uninterrupted access to the areas of your home that we will be cleaning. Every effort is made to work safely and cautiously, but **we cannot assume liability for the safety of others**. This includes children and pets. We need to be able to work freely and without distractions. If we are subject to distractions that affect our ability to perform our work in a timely manner, we reserve the right to charge for extra time spent in your home. We ask that you pick up toys, clothing or other items before we arrive so the time we spend in your home can be as efficient as possible.

Rate Changes

BM reserves the right to re-evaluate the rates at any time to allow for business-related costs such as gas and travel time increases, and other cost increases. You will be notified of any rate changes 14 days in advance.

Payments

Payment is due the day of each scheduled cleaning and must be presented before services are rendered. There are NO EXCEPTIONS to this policy. We accept cash, checks (made payable to Bahamian Maids), and can invoice your credit card one day in advance via email. Monthly prepaid services receive a 5% discount if paid by the 4th of each month. Also, prepaid cash services receive

5% off total bill. If you pay by cash or check, please leave it in an envelope on your kitchen counter, clearly marked for Bahamian Maids.

Tips

Tipping is neither required nor expected. If you do choose to leave a tip, please make it clear that it is such and leave it on the outside of the envelope with your payment. Our staff is not allowed to take any money that would not be clearly marked as a tip.

Equipment and supplies

We provide our own cleaning supplies and equipment, including kitchen trash can liners. We prefer, however, to use our clients' vacuums for hygienic reasons. In many cases, this may not be available so we do provide professional-grade vacuums at no additional charge. All the cloths and equipment we use are fresh and clean when we start to work in your home. If you would like us to use your own equipment, we will be happy to do so, but we cannot be held liable for breakage.

Quality Control

We at BM want to be sure that you are consistently happy with our service, but we are human and a mistake might occur. Please notify us within 24 hours of your cleaning if you are displeased with the quality of service so that we can return to correct the situation in a timely manner without additional charge. In addition, any suggestions that you may have to help us improve the quality of service are very much appreciated.

Arrival times

Due to the time consuming, unpredictable nature of cleaning, **BM** cannot guarantee the exact time of arrival. We require the flexibility to arrive and depart between the hours of 8:00 am to 3:00 pm. However, for your convenience we can give you an estimated block of time to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated arrival time due to circumstances beyond our control such as traffic conditions, ect. If we arrive for a scheduled service to find we are unable to access your home, a lock out fee equal to the cost of the cleaning will be charged. We encourage all our clients to issue us keys so that lock-outs will not be an issue. See KEYS for more information.

Breakage/Damage

We are insured and we take great care when cleaning your home, however, accidents can happen. If you notice breakage/damage, note that you must notify us **immediately**, so that we may take the appropriate action. **Items of extreme value (monetary or sentimental) should be dusted or cleaned by the customer.** Please note that antiques, irreplaceable one-of-a-kind and hard-to-find items are not covered by our breakage and loss policy. We suggest that such items be moved to a safe location on the day of your cleaning. We cannot be responsible for breakage of items which are unstable or in an unstable environment. All surfaces are assumed sealed and ready to be cleaned without causing harm. Key replacement/locksmith fees are paid only if keys are lost or miscoded.

Safety

For safety reasons, we do not move anything weighing more than 25 lbs. If you wish us to clean behind anything heavy such as a couch or refrigerator, please move it prior to service to allow us access to that area. We do only use a two-step ladder. Wherever windows, furniture or fans are affected we do what is within reach with a two step ladder or extension pole.

For our safety and the safety of all our clients, please notify us by telephone at least 24 hours prior to scheduled service of any infectious diseases that occur in your household. **BM** reserves the right to cancel and re-schedule in such circumstances.

For our safety, all firearms in a client's home must be stored and locked.

Access

If you have an alarm system, please be sure that it is turned off before we enter your home. We encourage all of our clients to issue us a key. If you choose not to issue us a key you can leave a key with a neighbour for us to pick up, after which we will return when we have finished our service. You can also give us the code for the alarm system of your garage door or hide a key in an agreed-upon place.

Keys

You can provide us with a key that will be labelled with a unique client ID number and locked away for safety when not in use.

Pets

We take pride in being a pet-friendly service and take special care in making your pet feel comfortable during our cleaning process. However, we do need to make sure that safety of our

employees and staff are addressed. If you have aggressive pets, please secure them during our service. Please make sure, however, that we still can access all necessary rooms in order to do the scheduled work. We do not clean animal or human feces, urine, vomit or other biohazards. This includes feline litter boxes and dog kennels.

Parking

We ask you to provide us with a parking possibility next to your home so that we have easy access to the equipment and supplies in our vehicle.

Weather

BM will be closed for business when severe weather conditions prevent safe road travel. We will call you to try to reschedule for another day.

Holidays/Vacation

BM will be closed for regular business during all national holidays unless specifically requested in advance. Fees will be increased 25% for services on national holidays. **BM** also observes 2 weeks vacation during school summer vacation. If your cleaning visit falls on a holiday, every effort will be made to re-schedule your visit for the same or following week, but this cannot be guaranteed.

When the client goes on vacation, **BM** will offer a no fee cancellation of regular cleanings when a note of at least 7 days is given. **BM** reserves the right to charge a fee for any cancellation with less than 7 days advance notice.

Cancellation of Appointments/Lock-out

You may reschedule, add, skip or cancel any of your cleanings. We understand that an unforeseen event may occur which will create a need to cancel your scheduled cleaning appointment. If, for any reason, you need to change your scheduled appointment, **please give us a full 48 hours notice**. Once we take a reservation, we hold that time slot open for you and turn away other potential clients in order to ensure your appointment. In the event of a cancellation of less than 48 hours of notice a cancellation fee of \$50 will be charged. The client agrees to pay the entire cost of the cleaning **in full** for any visit cancelled by them on the day of the cleaning. This applies as well to visits aborted by our staff when unable to gain access to your home due to being locked out, or if, for any reason, a staff member feels that his/her personal safety is endangered enough to cause him/her to leave the jobsite due to actions by the client, guests, or pets on the premises. The client will remain liable for the full cost of the non-performed service.

Late Fees/Returned Checks

Please note that all services performed require payment up front at the time of services. If we arrive and there is no payment, we will contact you for a credit card number. If we cannot contact you, we will reschedule your appointment at that time and you will be billed for our time. (Please see "Cancellations/Lock-Out") We will not be able to start our scheduled cleaning until payment has been made in full. However, if there is a billing issue, a \$25.00 non-payment fee will be incurred if payment is not made in full on the scheduled service day, and a \$25.00 fee is applied to all returned checks if made good within three days of notification. Checks not made good within three days are subject to a fee of up to five times the amount of the check.

Solicitation of Service Provider

The client agrees that he will not solicit, entice, or influence any service provider of **BM** to leave **BM**, or take over the cleaning contract, whether it is directly or indirectly, individually, or through a family member or other person or other company action. Otherwise, a referral fee of \$2,500 will occur. This fee is due within 30 days of notification by **BM** to the client. If the fee is not paid, **BM** will apply the right to pursue other methods of collection, without any proof of damage being necessary.

Termination

Either party may terminate this agreement at any time by giving to the other party not fewer than three days oral or written notice.

Communication

To ensure that all your needs are considered, please address all requests and changes directly to William Nance at **Bahamian Maids**.

Confidentiality

BM recognizes and acknowledges that this Agreement creates a confidential relationship between **BM** and the Client and that information concerning the Client's business affairs, customers, vendors, finances, properties, methods of operation and other such information, whether written, oral, or

otherwise, is confidential Information. **BM** agrees, that it will not, at any time, during or after the term of this Agreement disclose any confidential information to any person whatsoever. **Bahamian Maids** further agrees to bind its employees to the terms and conditions of this Agreement.

Bahamian Maids Residential Cleaning Agreement:

I have read, understand and have agreed to the above terms and conditions of the Residential Service Agreement which is provided to me with my welcome package.

Date: _____

Diamond Package: _____

Frequency of cleaning: _____

Price agreed upon: _____

Start Date: _____

Client's Signature _____

Printed Name _____

Thank you for trusting your cleaning needs to **Bahamian Maids**.

Sincerely,

Bahamian Maids