

Terms & Conditions Terms & Conditions: Spray Wipe Clean

By booking your cleaning service via phone, email, or any other form of communication, you agree to the following terms and conditions:

COVID-19 Policies:

We adhere to public health orders. A Late Cancellation fee will be applied if the cleaning visit is canceled with less than 24hrs notice, regardless of any symptoms.

The Cleaning Visit:

Booking Confirmation:

- Please reply to our Booking Confirmation email before your initial visit with important questions regarding your cleaning visit.
- To enter your home, you may provide a code, instructions about a hidden key, or be present. We do not retain keys. Failure to access your home may result in a Lockout Fee.

Cleaning Supplies:

- We supply all cleaning supplies. Teams are not permitted to use client-supplied products unless pre-approved. We are not liable for damage from client-supplied products.
- Inform us of any specific cleaning products or methods required before your visit.

Arrival Time:

- Due to the unpredictable nature of our industry, we aim to arrive within 1hr of the scheduled time listed on your Visit Reminders. We will notify you promptly if delays occur.

Scheduling:

- A \$15 rescheduling fee applies to changes, regardless of reason or notice period.
- Additionally, we offer a one-time accommodation for rescheduling. However, if you cancel your second scheduled appointment, please be aware that you will need to wait for our next available date to rebook. We regret to inform you that no refunds will be provided under any circumstances.

- We may reschedule your visit for reasons such as inclement weather or unforeseen cancellations, with no added discount or refunds.
- If we need to reschedule your cleaning visit for any reason, we will contact you by 9:30 am. This could include factors such as inclement weather, traffic conditions, unforeseen cancellations, or illness. We reserve the right to reschedule your visit based on our availability, without offering any additional discounts or reimbursements. Occasionally, we may need to adjust the start time of your visit. If the change occurs within 1 hour of the regularly scheduled time, you will receive notification via email or text reminders. Otherwise, we will send you an email to inform you of the change

Weather & Road Conditions:

- We accommodate poor road conditions or closures due to weather. Late Cancellation Fees apply if the visit is canceled with less than 24hrs notice. Unplowed driveways may result in cancellation.

Team Assignments:

- We aim for consistency in our cleaning teams but may change due to unforeseen circumstances. Quality remains consistent across all teams.

Tipping:

- Tipping is appreciated but not required. Tips can be left in cash or online.

Communication:

- Keep all communication with the Spray Wipe Clean office. Do not contact cleaners directly.

Lockout Fee:

- In the event of a lockout where our team cannot access your home at the scheduled time or is turned away due to unforeseen circumstances, a lockout fee equivalent to 100% of the scheduled service rate will be charged. Please note

that refunds will not be provided for lockout fees. We appreciate your understanding

Pricing:

- Our recurring service is flat-rated at an hourly rate determined by factors such as frequency, location, and home details. All cleaning services are billed hourly at our current rates. Any additional requests must be arranged with our office team prior to the service. Your cleaning team is not authorized to deviate from the work order without prior approval from management. Additional time will be charged at the appropriate cleaning hourly rate. The quoted time for each visit is based on labor hours.

A labor hour is defined as one hour of labor performed by one person. For example, if a team of two works for one hour, it counts as two labor hours. Occasionally, we may send an additional cleaner for training purposes at no extra cost to you.

We conduct annual evaluations of our rates and reserve the right to adjust pricing to reflect increases in the cost of fuel, wages, cleaning supplies, etc. In such cases, we will notify you via email. Your recurring service is flat, There are a number of factors that go into cleaning estimates. The size of your home, cleanliness of your home and the needs and wants of your home are some of the details we take into consideration. All of our cleaning is billed at a flat rate of service

- Any additional requests need to be arranged prior to the service with the office team.
- Your team is not authorized to deviate from the work order without prior approval from management.
- There is a difference in cost between a maintenance clean and a deep clean or first time cleaning. If your bathrooms needs a deep cleaning this will be a different rate and you are subject to being billed additionally or our cleaners will have to sacrifice something else off the list. We will always reach out with an update if this happens or is out of the normal service cleaning.

- We evaluate our rates annually and reserve the right to alter pricing in line with increases in the cost of fuel, wages, cleaning supplies etc. In this event, we would inform you by email.

Additional Time:

- The amount quoted is based on the number of labor hours estimated to complete the work, cleanliness of home, scope of work ect. Because we quotesome homes sight unseen, the service could take more or less than the time estimated. Should the team require more than the estimated time, we will call you for approval during the service at the number provided at the time of booking. If we are unable to reach you, we will approve the time and invoice accordingly.
- The additional time is charged at \$60/hr, \$80-\$100/hr for move out and deep cleanings. If the additional time is requested, but not approved, the team will exit at the originally scheduled time and we will inform you as to which tasks were not completed.

Damaged Items:

- Our cleaning crew is required to inform us immediately of any damage that may have happened. We will then contact you at our earliest convenience. Each matter will be handled individually.
- In the event that we break or cause damage to your property during the cleaning and it has not been reported, you must inform us within 48hrs of your cleaning visit:
- What item was damaged
- What is the fair market value of the damaged item
- Photos showing the damage on the item
- Unfortunately if a report is not filed within 48hrs from the date of service we are unable to file a claim and thus cannot pay, fix or refund for any damages caused. It may take between 4-12 weeks to receive reimbursement or replacement depending on the situation. Spray Wipe Clean will use their discretion as to how much is reimbursed and/or if we are fully liable for the damage.

Health & Safety:

- Our teams are not required to move or lift heavy items unless they can be moved easily with two hands. Our teams are only permitted to clean what they can reach with a two-step ladder & an extendable duster. Climbing on counters, client-supplied ladders or furniture is not permitted, and they are not permitted to move refrigerators, ranges or other large appliances. Therefore we do not clean behind/under them unless the homeowner has moved these items prior.
- We have the right to refuse to clean up any animal or human feces, bodily fluids (vomit, urine, soiled clothing) or any other hazardous materials. If the cleaner feels unsafe for any reason, we have the full right to leave the home immediately. We inform you and determine if we will return.

Pets/Pests:

- We love your furry friends, but it can take extra time to clean up after them. We ask that you have your pet(s) in a kennel or confined space while we clean. We reserve the right to leave any job if for any reason we feel unsafe around your pets and our Lockout Fee will be applied.
- We do not clean homes with rodent activity or pest/insect infestations. If we send a team to your home and they discover evidence of such, we will immediately extract the team and a Lockout Fee will be charged. If applicable, we may charge a fee to disinfect & sterilize our supplies.

Quality Control:

- We strive for excellence and prioritize your satisfaction. As part of our commitment to quality, we conduct routine checks to uphold our high standards. Rest assured, we offer a 100% Satisfaction Guarantee.
- Should you encounter any issues with our service, please notify us within 24 hours of your cleaning visit. We will promptly arrange for a fix-up visit or provide a discount, depending on availability. However, please note that refunds are not offered.
- It's important to mention that we only address concerns that align with our standard checklist and were agreed upon during our initial meet and greet or at the time of booking.

Miscellaneous:

- We may take before and after photos of specific areas for quality assurance purposes.

- Certain services such as mold remediation, hard water scale buildup removal, etc., are not included in our scope of service.
- Clients may not solicit employment from any Spray Wipe Clean employee for 12 months after termination of services.

Holidays:

- We are closed for business on provincial Statutory Holidays. If your cleaning visit falls on a holiday, we will reschedule accordingly.

Payment:

- Payment for your first service is due within 48 hours of receiving your invoice and welcome package. Subsequent invoices are sent monthly.
- Payment methods include e-transfer and sometimes credit cards/ cash. Automatic charges can be set up upon request.
- We do not clean a home unless payment is completed, your home cleaning will be rescheduled.
- Please note that refunds will not be issued for changes of mind once payment has been accepted. However, you are welcome to utilize the product, gift it to a friend or family member, or retain it for future use.

Cancellation, Rescheduling & Lockout Fee:

- Late Cancellation (less than 24hrs notice) and Same Day Cancellation fees apply.
- Rescheduling incurs a \$15 fee, subject to availability.
- Lockout Fee applies if the team cannot access your home at the scheduled time or is turned away due to unforeseen circumstances.
- Spray Wipe Clean reserves the right to refuse any job that is not represented properly and unsafe for our staff, no refund will be given.
- If you do not make arrangements with us within 24 hours of your service and we are unable to clean your home the lockout fee will be applied.