



## **Cleaning Service Policy**

### **Policy**

Please read our policy carefully. By using our services, you acknowledge that you understand and agree to these terms. Honey Hive reserves the right to cancel service at any time and deny future use of our service for violation of our policy or otherwise.

### **Conduct**

If you are upset with your service or have a complaint, please know we always appreciate your input and will do all we can to resolve the issue in a respectful, kind and supportive manner. We strive to do our very best and we can not learn where to grow if you do not speak up, we value your input.

Honesty, trust, communication and transparency are important for us to provide to our clients. We do not tolerate our staff behaving in ways that are disrespectful to our clients, and we expect that our clients extend the same courtesies to their cleaners and our staff. Physical, verbal or emotional aggression/violence will result in the end of the service, full charge of any appointments that had to be canceled or ended early for our cleaners well being according to our time window in our cancellation policy, and the client will no longer be eligible for services with Honey Hive.

### **Payment**

Payments are due the same day of the cleaning. We accept cash, check and card via our online invoicing system. If you wish to pay in check or cash please leave it for pick up at the location of the cleaning.

Check payments should be made out to Honey Hive or Diana Van Cott.

If you are dissatisfied with your service you are still required to pay in full for the time we spent servicing you. Withholding payments is not acceptable, we have quality assurance options available to make sure we can address your needs and concerns. QA options could be but are not limited to, a partial refund, or sending someone from our QA team to provide additional cleaning services free of charge.

## **Service**

Clients must provide:

Toilet brushes for bathrooms

Trash bags and liners

Changes in priorities:

Any major changes to your cleaning plan could change the time needed for your cleaning. You must notify Honey Hive of any major change in priorities you wish to make 48 hours before the scheduled cleaning for us to reasonably attempt re estimating and accommodating them. We have set schedules tending the needs of multiple people in our day, so we can not guarantee our ability to lengthen or change the time of your appointment after the original appointment was made. Change of priorities or adding additional tasks for the cleaning could require the need to swap out tasks if there is not availability to add time to accommodate all tasks. We will do our best to remind you of this and work together to optimize the cleaning for your personal needs.

If you need to make minor adjustments it is acceptable to leave us a note for us to find at your appointment and we will do our best to accommodate them.

Keys:

If you wish to provide us with a key to keep on our person, we will provide you with a consent form to be signed at the completion of the walkthrough and a copy will be scanned and emailed to you for your records. The form states that you give us permission to use the key and have access to your home during scheduled appointments. If access is requested outside of regular appointment times, we require your consent, verbal or otherwise for each instance (such as if a cleaner forgot a personal item or cleaning equipment and needs to return to pick it up.)

The form states that you also give us permission to copy the key for our office set in case a key is misplaced. If a key is misplaced on our end you will be notified. Your key and any copies made will be returned to you based on your appointment type, for a one time cleaning it will be returned in whichever way agreed upon and written on the form, for recurring appointments it will either be left in the space upon the end of the last appointment or mailed with tracking. Clients agree to cover any mail and tracking fees.

#### Lockouts and cancellations:

1. In the case that you haven't provided us with a key, but forgot to leave one hidden and we are locked out, we will attempt to contact you for 30 minutes to gain access. If we are unable to reach you at that time we reserve the right to leave and you will be charged 50% for the first time and 100% for all following lockouts. If we are able to reach you or you can get back to us within that time limit, we will stay on-sight until someone arrives to let us in. Cleaners will not attempt to gain access through windows or unsafe means even with clients' requests. The time spent working on a solution and waiting for your arrival will be docked from the time we have scheduled for the cleaning appointment and you will still be charged for this time the cleaner has not been able to clean. If we have the availability, and you wish for us to stay to make up for that time, you will be charged for the additional time for a minimum of the hourly rate. Cleaners reserve the right to refuse to stay later if they do not wish to.
2. If you need to cancel a cleaning you must notify us 48 hours or more prior to the exact time of your cleaning to qualify for a full refund. Notice in 47 hours or less will result in a charge of 50% cancellation fee. Notice in 24 hours or less will result in a charge of the full appointment. We can not guarantee the availability to reschedule for your desired time and date but we will do our best to find a time that works for you. A combination of 3 cancellations within 24 hours and lock outs that result in cancellations could result in forfeiting your ongoing services or first pick of scheduling with Honey Hive.\*

\*cancellation fees are waived in the case of illness at this time due to the Covid-19 pandemic. Clients who do not notify us of an illness before a cleaner is enroute to their appointment (as much as 1 hr before appointment) or notify their cleaner upon their arrival will result in immediate

cancellation of the appointment and full charge of the appointment.

## **Health and Safety**

Illness and health precautions.

We are prepared with PPE (personal protection equipment) in the form of masks for all cases related to health, for your protection, and for ours, as well as our other clients.

If you are elderly, immunocompromised or in recovery from a major surgery feel free to notify us upon booking so we can discuss any safety precautions you would wish us to take for your health and wellbeing. You are not obligated to divulge medical information to us if you do not wish to and any medical information you may share will not be shared outside of our team. We may notify other team members of information you share so that the entire team is aware of what safety precautions we have agreed on.

If you are ill with something that is potentially contagious please notify us. Clients who do not notify us of an illness before a cleaner is enroute to their appointment (as much as 1 hr before appointment) or notify their cleaner upon their arrival will result in immediate cancellation of the appointment and full charge of the appointment. Our cleaners all have the right to deny service to a sick client if they feel their personal health or the health of their community could be at risk.

If you are sick with something such as a cold, the flu, or a similar ailment and are hiring us specifically because you are in need of support you will be charged a fee. Such an arrangement must be requested ahead of time so we can schedule you in a way that gives enough time between clients to prevent risk of spread. If you become sick and have an upcoming appointment and do not notify us within the standard cancellation window we can not guarantee that we can waive the cancellation fee or reschedule for an optimal time to support you.

If you are not ill, but wish for us to wear protective gear (such as gloves and a mask) during your appointment you will be charged a small fee to cover the cost of our protective equipment.

#### Broken items or hazardous conditions:

1. If you have broken, leaky, or defective products in your home please notify us so we can prevent further damage or harm to ourselves. For example, an unstable table, recently broken glass, defective windows, a broken cabinet. If any further damage is caused to the object due to lack of notice of its defectiveness we can not be held liable.
2. If we break any objects while cleaning in your home we will leave you a report form stating what objects were broken so we can file a report and work with our insurance to cover the damages.
3. If clients wish to report damages they must be done within 24 hours of the time of the cleaning. We will ask you to provide documentation of the damages for our insurance purposes.

#### Mouse traps:

Please notify us of set mouse traps. Traps hidden behind appliances or out of sight could lead to injury. Clients who do not notify us of traps could be liable for bodily harm in case of injury to hands render their cleaners unable to work. If appointments must be ended early due to injury due to mouse traps we have not been notified of, there will be a full charge of the appointment.

#### Cleaning products:

We come fully equipped with our own non toxic, environmentally friendly cleaning supplies for a variety of surfaces and purposes. If you have a product you wish for us to use we are open to suggestions but we reserve the right to refuse use of products you provide especially in the case of chemical products.

Clients do not have permission to use our equipment.

### **Weather**

#### Winter:

You are responsible for providing Honey Hive safe access to your home. In winter your driveway must be accessible by vehicle and have off street parking access for towns that have winter parking bans. You must clear a

path to your building of snow and ice, and thoroughly salt the path, before our arrival. Unsafe conditions could result in serious injury. We reserve the right to cancel and bill for the full appointment due to accessibility issues or as a result of a fall or injury to our staff.

#### Severe storms and weather:

In the case of severe weather, especially with snow or ice, we reserve the right to cancel the appointment. You will NOT be charged for the appointment and we will do all we can to reschedule. Our cleaners decide for themselves what conditions they feel safe to travel in, If they feel comfortable with keeping an appointment you will be charged a cancellation fee if you do not wish to keep the appointment.

#### Loss of power:

If your home loses power due to weather or other reasons please note this may mean our cleaners can not see the same level of detail or operate certain equipment. Our cleaners will do the best they can given the situation. The appointment will not be canceled without consulting you first. If we cancel you will not be charged. If you wish to cancel you may be charged for the appointment due to impacting the potential earnings of your cleaner.

#### Temperature:

For the wellbeing of our workers we ask that you maintain a temperature within your space between approximately 65°F and 78°F. Providing AC and/or fans in the summer is greatly appreciated. Please pre program your thermostats or leave needed instructions for their operation. Conditions that put our cleaners at risk to temperature related harm are not tolerated and can result in a cancellation of the appointment.

Homes that can not provide adequate cooling during advised heat waves are subject to cancellation.

#### **Pets**

Your pets can be present for the cleaning if they meet our policy requirements.

We reserve the right to end an appointment if our safety or ability to clean effectively is impaired by animals present or if clients do not respect our needs and boundaries around comfort and safety in regards to their pets. We reserve the right to cancel the cleaning as a result of any of these issues and the client can be billed fully for the lost appointment.

Any damage to equipment or bodily harm done by your pets could result in you being liable for damages or its effect on our ability to continue working outside of your appointment.

#### Behavioral issues and training:

1. Dogs can often behave differently towards new people or even people they know other than their owners. Most of our cleaners are dog lovers and can joyfully navigate some levels of jumping, enthusiasm and the need to give us a sniff down, but we ask that clients be honest with themselves and us about any potential behavioral issues. Dogs with tendencies to continuously jump (particularly large dogs), bark excessively (we don't mind wearing headphones to deal with this one but it might mean we can hear you), hurd, guard, block, growl, show protective behavior for their owners or even minor signs of aggression must be removed for the duration of the cleaning to prevent accidental aggression or damages and so we can work efficiently within our time restraints. Please put them in a securely closed or gated room, crate, or make arrangements to have them out of the house for the duration of the cleaning.
2. Please notify us of any behavioral issues your dog has. If you are in the process of training a NON-AGGRESSIVE dog and look forward to our arrival as a training opportunity please notify us beforehand so we can be sure not to hinder your process and respect any house rules you have in place to help your dog learn. Any delays in our start time or process due to training will count towards your overall appointment time.
3. Not all of our cleaners like or feel comfortable with animals. We do our best to pair cleaners who are comfortable with animals in homes that have them, but please note if you have a temporary replacement cleaner it may not be someone who is comfortable with dogs and we ask that you refer to our standard procedure to contain excessively friendly or jumping pets

even if you past cleaners have expressed comfort with you disregarding standard policy procedure around pets.

#### Pets and Vacuums:

Even the most easy going dogs can be stressed by, greatly dislike, or become aggressive towards vacuums, please consider this in your decisions of where your dog will be for the duration of the cleaning for their comfort and to prevent damages to our equipment.

#### Containment:

1. We are not responsible for moving animals room to room or outdoors/indoors. If we feel your pet is exhibiting behavioral issues we will kindly ask you to remove them. If you are not present we will attempt to contact you to arrange a solution. If we can not reach you and unless you specify that we should do so, we will not attempt to contain the animals in case they cause damage to doors from being contained while we clean.
2. Please notify us of all pets in the home so we can be mindful they won't get out. We will do our very best to never leave doors ajar when we bring in or out our supplies, but we can only do so much to prevent the escape of pets who try hard to bolt or are escape artists. **If you have contained a pet in a closed room to prevent escape or for safety reasons please notify us which one.**

#### Pet care:

We do not offer pet care services.

1. We will not let pets in and out of the house while cleaning even if you have asked us to or given us the go ahead incase of an escape.
2. We do not clean litter boxes. We are not responsible for cleaning up pet waste, if we find an accident in the house we will notify you.

#### Commercial

We only do commercial cleanings when the business is closed to the public.

We do not clean commercial kitchens

If you wish to hire us as a subcontractor it must be done with our company, not our individual cleaners.

Our standard payment policy is that clients pay the same day as the cleaning. Commercial clients wish to work out a different method of payment that must be discussed and signed off on prior to service.