**Terms and Conditions of Service and other Policies Rv. 2019**

**Supplies**

We bring our own supplies and small tools because (1) we have tested our products to make sure they provide quality results, (2) our employees are trained in their proper use, and (3) to free you from having to keep track of what we need before your scheduled cleaning day.   If you would like us to use your cleaning product we ask that you call the office for pre-approval. Due to OSHA regulations we are required to have Safety Data Sheets for all chemicals our technicians use and also is the reason why we require each client to have their own toilet brushes, sponges, brooms, mops, vacuums, and rags thus to eliminate cross contamination by using the same equipment between clients.

​**Ladders**

Our Cleaning Technicians come with a 2-step ladder.  We are unable to use client ladders or climb higher than two steps. Higher items will be dusted with an extension duster to the best of our ability. We can reach up to two-stories with our extension duster so we can get those higher ceiling fans, ceilings, lights, etc. Please advise our office if your home will require the extension.

**Blinds**

We do offer slat by slat blind cleaning. Blinds must be at least 2”, we do not service mini blinds. Blinds may need to be vacuumed before they are wiped; this will require additional time. Please allow for some dust resettlement after we leave, we try to limit the dust in the air but cannot prevent this entirely.   We cannot be held liable for blinds/shutters that have dry rot, sun damage and/or are not installed properly.

​**Moving Furniture**

We will move “light” furniture but we do not move refrigerators, stoves, washers, dryers, any heavy furniture, etc. We will try to reach all visible places either by hand or with an extension duster.

​**Pets (housekeeping services)**

Your pets are members of your family and we respect that. However, if your pet is afraid of vacuums, territorial or overly friendly and will not allow us to do our work, we may suggest that they be placed in areas that we are not working in. Our technicians are not trained to clean pet excrement, this includes cleaning of litter boxes and dog kennels.

​**Fire Arms**

For our protection and yours, if you have firearms, we ask that all they be stored and locked away prior to our cleaning your home. We will not clean any rooms in which a firearm is visibly present. Please do not leave firearms under pillows or mattresses as they pose a danger when we are changing linens on beds.

​**Insects**

Insect infestation can be a problem and may prevent us from cleaning your home. If an infestation of ants, termites, roaches, fleas, bed bugs, etc. is encountered, we will not clean until the problem has been rectified. Please do not expect us to clean up dead insects that you’ve sprayed (i.e. ants, etc.). We will leave you a note or call you regarding the problem.

​**Alarm System**

If your home has a security system, please inform us how you want to handle it. Security and safety of your home is a major concern at Magnolia Maids and General Services, and our staff is sensitive to security and access procedures. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. Please do not rely on us to let in workmen during the time we are in your home unless pre-approved by the office.  
Please note that it is not necessary for you to have to disarm your alarm systems the day of our service. If you contact your alarm company they can assist you in programming a code that is unique to our company. It is common for clients with alarms to give us our own code. Our technicians are trained on how to disarm and re-arm alarms.

​**Safety**

The safety of our employees is extremely important. To decrease the risk of injury to employees we are unable to move heavy objects, flip mattresses, etc. We are unable to clean up vomit, blood, urine or excrement. If an employee feels that their personal safety is in danger, and the employee must leave the job site, the client is still responsible for the full cost of the job.

​**Key Control Policy**

Most of our clients provide us with keys to their home. Rest assured we take the utmost care in protecting both your key and your home. Keys are number coded and have no names or street addresses attached to them. All keys are immediately returned upon cessation of service.

If you decide not to issue a key to Magnolia Maids personnel, and no one will be home during the service, you may choose to leave a door unlocked or place a spare key in a secured place for the technicians to gain access to your home. In this case, you release Magnolia Maids and its employees of any liability that may arise from damages or theft to your home as we cannot guarantee that we are the only ones who will have access to your home that day.

​**Injuries in Your Home**

Our staff members are full time employees and not “independent contractors.” All employees are covered by our Workers’ Compensation Insurance. This covers the employee’s injuries and protects you.

​​**Distractions**

It is important for us to have access to every area of your home that we will be cleaning. In doing so, we need to work freely and without distractions. Excessive talking (beyond cleaning instructions) prevents us from being 100% focused.  
Every effort is made to work safely and cautiously and we cannot assume liability for injury to others. We kindly ask that you, your children and pets remain out of the rooms that we are cleaning in order to prevent safety hazards (contact with cleaning products, tripping over buckets, caddies, vacuum cords, etc.).

​**Payment**

We accept VISA, MasterCard and cash. Payment is due the day of your cleaning. We require a credit card be on file (no exceptions). We will charge your credit card the day of service unless you pay cash before the Technician(s) leave your home. If you pay by credit card and payment is not authorized, we will charge $10 per invoice. In the unfortunate event that we are unable to collect on past due payments, accounts will be forwarded to our collection agency.

​**Fees**

Hourly fees are billed by labor hour, e.g., one cleaner for one hour = one labor hour; two cleaners for one hour = two labor hours.  
We reserve the right to adjust our rates and policies at any time.  
Tips are always appreciated but not required. Feel free to add your tip to your payment or leave cash in marked envelope. Same day services have an extra $20 assessment fee. If we offer you a flat rate based on what you have described over the phone and we go over the average time, we will charge a full hour at the rate of $50 per cleaner.

​**Scheduling**

When we schedule your appointment we reserve a day and time for you and you alone. Our technicians depend on your job being there in order for them to make their salary. Cancellations cost them dearly. Just like you, they expect a consistent, steady income and if not received, they start looking for other employment. Accordingly, we have implemented the following policies:

​​**Cancellation Fee**

We require cancellations to be communicated to us 48hrs (2 full working days) in advance to avoid charges.  We have held your spot and turned down business so as not to interrupt your service.  Cancellations communicated less than 48hrs (2 full working days) prior to appointment but more than 24 hours (1 full working day) will be charged $35 per scheduled cleaner.  Cancellations communicated less than 24 hours (1 full working day) will be charged the full price for your scheduled cleaning.

​**​Lock Out/Turned Away Fee**

If we arrive on our scheduled service day and are turned away at the door or cannot get in, we will charge full price for your scheduled service.

​​**Skipped or Missed Cleaning Visits**  
Our charges are based on the type of visit you schedule. Weekly rates are for weekly cleanings. Biweekly rates are for biweekly cleanings. If you skip a cleaning, you will be charged the rate for the next frequency of service if it takes additional time to complete your cleaning.

​​​**Notify the Office**  
All cancellations must be made by phoning the office. If you reach the voicemail kindly leave a short message.

​**Solicitation of Staff**  
By using our services, you agree not to solicit for hire any staff member introduced to you by Magnolia Maids and General Services for any related services. If you are found to have solicited one of our staff, please be advised that our referral fee is $4,500 and in the event we get informed about solicitation the referral fee will be automatically charged to your credit card on file.

​D**amages**  
Accidents do happen. If we are responsible for damages to your home or items in your home, we will leave a note for you the day of the service. We make every attempt to repair, replace or pay for any items that we have damaged.

We will not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc. or items not secured in a proper manner (e.g. heavy pictures hanging from thumb tacks, not anchored properly to walls). Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by homeowner.  
All surfaces (e.g. marble, granite, hardwood surfaces, etc.) are assumed to be sealed and ready to be cleaned without causing harm/damage when common cleaners are used.

**Release of Liability**  
Should you decide you would like us to clean items of monetary or sentimental value (>$100) e.g., items within curio cabinets, etc., the following will apply: Client hereby releases Magnolia Maids Cleaners from all liability arising out of cleaning these item(s). Client understands that he/she is completely responsible for repairing or replacing any damaged item(s) even if Magnolia Maids Cleaners may have caused the need for repair or replacement.

**Wear and Tear**  
The longer we live in our homes, the more wear and tear builds up in it. Baseboards, bottom of showers and tubs, mold/mildew, excessive water spots and soap scum on glass shower doors, worn flooring, grout, window tracks, etc. are all areas where wear and tear will impact results. These areas may take more than one cleaning to improve in appearance or may not come clean at all.

**Holidays and Closings**  
Our business is closed and there will be no services scheduled on the following holidays:  
New Year’s Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

We do not work on Sundays  
We do not work on days when the showers emergency level exceeds 1

​**Arrival Time/Hours**  
Our hours of operation are from 8 a.m. to 6:00 p.m. Our technicians arrive at our first house between 8:15 and 8:30, and the last house by 3:00 p.m.  Unless you are our first cleaning of the day, we are unable to guarantee an exact arrival time. However, we can provide you with a 2 hour window of our estimated arrival time if you call the office the day before your cleaning. Please allow us the flexibility of scheduling our arrival between 8:30 a.m. and 3:00 p.m. We will strive to meet your requested arrival time but we cannot guarantee it.

If you want to wait for us to arrive, please be home during the estimated window of time to let our team member(s) into your home. If no one is home or we are turned away for any reason a cancellation fee will be charged (see Cancellation Policy.)