

GOLDMAIDS.COM TERMS & CONDITIONS

24 HOUR SATISFACTION GUARANTEED

Since cleaning is a very personal and human service, we realize that occasionally an area may not be cleaned to your satisfaction. However, are unable to offer a refund, but GoldMaids.com will happily re-clean any area that you are unsatisfied with. Just let us know of any issues or concerns within **24 hours** of your cleaning and we will do our best to make it right.

COUPONS WITH TIME LIMITATION

Time limitation coupons are when a client purchases an amount of time rather than a whole cleaning. Time limit coupons work as follows;

1. Cleaners will stop working when one of the following 2 situations happens first:
 - a. If the time you bought ends and no more time has been approved by client **OR**
 - b. If the cleaners complete the 75 or 49 points check list, depending on the type of cleaning you purchased.
2. If more time is needed we may **TEXT** you **45 min** before your time expires. By this time the cleaners will have evaluated the time needed to complete your "Priority list", if one was provide at the time of booking or to cleaners. We will also let you know how much longer time is required to complete your entire home.

IN-HOME TIME (LABOR HOURS)

Generally, our service providers work in teams of one or two. Please note that, when more than one person is assigned, the quoted time required to complete the job, which was given in labor hours, is reduced. For example, if you were scheduled for a five labor-hour service and two service providers are assigned, the total in-home cleaning time is two and one-half hours.

HOURLY RATE

If additional time is needed the hourly rate on the **DAY OF CLEANING** is \$45+tax per hour per cleaner.

UNFORESEEN CIRCUMSTANCES

Please inform us if the service that is going to be performed is to an occupied/unoccupied property. For instance, If the cleaners arrive to an unoccupied property and we have not been informed, your price will automatically be modified to our move in/out price of \$0.24 per sq/sf. If you booked your appointment using a promotional voucher you will be credited the voucher price and the rest will charged at the above stated fee.

FEES:

1. We require **48 hour notice** for any changes to your appointment or a fee of \$45 will be applied to your account.
2. A \$75 **cancellation fee** may be assessed if we arrive to your residence the day of the cleaning and we are unable to access the premises.
3. **Move in/Move out:** \$0.24 per sq/ft additional if after booking an occupied home turns into an unoccupied home thus requiring our move in/move out service.
4. **Parking** - Clients are liable for all parking fees incurred during the day of service.

CANCELLATION

In your busy life, we understand that things come up suddenly. So, if it is necessary to cancel or skip your scheduled service, GoldMaids.com requires a **two-business day notice**. If GoldMaids.com receives less than two business days' notice, or if we cannot access your home, it will be necessary to charge you a \$120. All future cleanings will remain unchanged.

Schedule or service changes may not be made through service providers (cleaners). Please contact our local office directly for schedule changes via email goldmaids.com@gmail.com or text 253-653-6215.

CANCEL/RESCHEDULING

Cancellations or Rescheduling must be done via email or text To BE **VALID**

- a. goldmaids.com@gmail.com or
- b. text at (253)653-6215

Thanks again for choosing us, we're looking forward to leaving you with a sparkling home! Here at GoldMaids.com we strive every day to be the best cleaning company in the state. We know how hard it can be to find a prompt, excellent, guaranteed cleaning service, especially with a busy lifestyle. At the end of a long day, you can come in to a sparkling clean home.

TERMINATION

Termination of a regularly scheduled cleaning must be in writing. Recurring service is priced at a discounted rate. Should you choose to cancel recurring service after only one cleaning, please note that our regular **One-Time Cleaning** charges will apply.

ACCESS TO THE PROPERTY

You have a couple of options for providing GoldMaids.com access to your home:

1. The most preferred and convenient method: you may leave a key to your residence with GoldMaids.com. Your key will be kept safe and secure in our key safe. All keys are coded for security and will never have your name or address attached to them. If you have an alarm system, please give access instructions to your GoldMaids.com office.
2. For your safety, we do not return keys by mail. We ask that customers come to their GoldMaids.com office and present a picture ID before a key is released.
3. If it is not possible to leave a key with GoldMaids.com, you may meet your service provider at your residence. Please refer to the Cancellation Policy should GoldMaids.com be unable to access your home during the preset arrival window.

If neither of the above is possible, please make alternate arrangements with your local GoldMaids.com office.

We make every effort to have the same team clean your home each visit. Occasionally there may be a change in a team member due to illness, vacations and staff changes. The Maids' team leader's job is to learn your home, be familiar with it, and to train the other team members how to deliver the quality that you expect.

PAYMENT

GoldMaids.com gladly accepts mastercard, visa, or cash. A credit card number must be kept on file with your GoldMaids.com office. Your account will be charged the balance due 24 hours prior to your cleaning date. If your cleaning date is on a Monday, you will be charge a Friday prior, plus any additional fees, unless you leave an alternate form of payment at the time of service.

SCHEDULING

Recurring cleanings are scheduled according to our maintenance cleaning package, which can be found at GoldMaids.com.

One-Time Cleaning or also known as Delux Cleaning are scheduled as standard blocks of time. Every effort will be made to complete your service within the time allocated. Please note that it will take a few cleanings to confirm your ongoing maintenance needs. We ask for your patience while we learn how to best clean your home and assure you that we will move from deep cleaning into maintenance cleaning as quickly as possible.

Rate adjustments can occur to regular scheduled clients if either of the following takes place;

- happens when cleaners find extensive soiled home,
- 10 dishes or 4 pans are free, more than these will lead to an extra charge
- If cleaners find new construction or present construction in the house or
- an after party clean up is needed or
- If square footage added to the home.

We strive to have the same staff members clean your home or office on a regular basis, however, this is not guaranteed. Due to vacation, illness or departure from the company, GoldMaids.com may occasionally provide a replacement cleaning professional.

If, due to the unique nature of your home, your service providers are unable to complete your cleaning within the amount of time requested, we may call you to ask for authorization to spend more time cleaning your home. We will inform you of additional costs accordingly before proceeding with the work.

ARRIVAL WINDOWS

To ensure quality service for all valued clients, GoldMaids.com cannot specify exact arrival times. Arrival windows allow our cleaning professionals to handle all the variables of each day and each home without affecting the promises we make to you.

UNDERSTANDING ARRIVAL WINDOWS

An arrival window is a **block of time** in which your cleaning team may arrive. The various scheduling options for arrival time are detailed below.

1. 6:00 AM - 7:00 AM
2. 7:00 AM - 8:00 AM
3. 8:00 AM - 12:00 PM
4. 10:00 AM - 2:00 PM
5. 12:00 PM - 4:00 PM

THE IMPORTANCE OF ARRIVAL WINDOWS

Think of your cleaning team as an airplane (or airline.) Every day they encounter countless opportunities to delay their schedule - weather, traffic, unprepared customers, etc. Once a delay occurs it generally ripples through the schedule and ultimately will impact the entire schedule. By scheduling an arrival window your cleaning team is able to provide a reasonable expectation of their arrival time, even if minor delays occur.

ARRIVAL WINDOW

Arrival windows are commonly 1-4 hour blocks, but most commonly four hours. For example, an 8:00 AM - 12:00 PM arrival window means that your cleaning team can arrive **anytime between 8:00 AM - 12:00 PM.**

FIRM TIME

Due to unexpected delays GoldMaids.com **CANNOT** provide a firm time.

HOLIDAYS

If your scheduled cleaning falls on a holiday that GoldMaids.com observes, we will contact you to reschedule your cleaning.

FEEDBACK

Since cleaning is a very personalized and subjective service, we need your feedback to help us improve our service. Please take a moment to email us to offer your comments. We value your opinions and your feedback is essential for us to better serve you.

GRATUITY

GoldMaids.com never requires you to tip, but it is a powerful way to say thanks to your cleaning professionals. Even a personal note from you expressing your appreciation for their service can mean a great deal.

BREAKAGE/LOSS

GoldMaids.com is bonded and insured. Our liability limits are set at a maximum of 10 times the cost of the fair market value on the day in which the breakage/loss occurred. Notification must be made within 48 hours of service. Key replacement/locksmith fees are paid only if keys are lost or miscoded. There is a \$100 per location liability limit for key replacement and/or locksmith services.

SUPPLIES

GoldMaids.com uses high-quality, tested, and approved cleaning supplies, including a professional-strength vacuum cleaner with an extra-strong filter, to clean your home. However, if you own special products that you would like to have used on particular surfaces we are happy to accommodate your request. Please contact our office to discuss prior to your cleaning so we may provide instructions to your cleaning crew.

NON-SOLICITATION CLAUSE

Please do not solicit or poach our cleaning professionals as they are bound by a non-solicitation and non-competitive agreement with our company. In the event our cleaning professionals are poached or solicited during or post employment GoldMaids.com will enforce the contract and request a court appointed injunction.

If you would like to hire a post or current GoldMaids.com employee prior to the contact binding time frame of the non-compete/non-poaching agreement GoldMaids.com is entitled to a finders fee of \$2,500.00 per cleaning professional that was poached or solicited. The finder's fee is due at the time of the solicitation/poaching. If the fee is not paid, GoldMaids.com reserves the right to collect the fee through all forms of collections legally available.

SITE SECURITY

Your security is a priority at GoldMaids.com. We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

To provide credit card security and keeping your personal information safe, we use Secure Sockets Layer (SSL) technology, the most widely used data encryption coding system for

secure e-commerce transactions. Therefore, wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 253-854-2426 or via email @ GoldMaids.com@gmail.com.