



Sage Cleaning

Terms & Conditions

By using our service, you agree to comply to be bound by these terms & conditions if you do not agree to these terms & conditions, do not book service with us.

Booking Confirmation

Booking service online or during a walkthrough doesn't guarantee you a spot for that date/time, you will be contacted by email or phone with a confirmation. In order to reserve your cleaning date and time, a deposit of \$70 will be applied. This fee is NON-REFUNDABLE but deductible to the total cleaning price.

Cleaning Crew

We always work with teams of two, occasionally more cleaners may be needed due to the complexity of work or busy schedule, we do our best to limit the rotation of cleaners in your office, home listing, or apartment while still providing sufficient cross-training to our cleaning technicians.

Our employees have been rigorously background screened & drug tested prior to working with us, you can rest assured all our staff has integrity and is held accountable.

Right to Refuse Service

We reserve the right to deny &/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter & disconnected utilities.

Our employees have the choice to leave if the property is in an extremely unsanitary condition or if they feel unsafe/threatened. If you book a cleaning that is unreasonable, the cleaners may refuse service on the spot & you will be charged the cancellation fee.

Cleaning Day Preparation

Your price for cleaning is based on the cleaners focusing all of their time on cleaning, we ask that you give us the keys, codes, and gate entrance code to allow the cleaners easy access to the property to be cleaned. If you'd like our cleaners to do extra tasks for you, call the office in advance so your cleaning fee can be adjusted for the additional time.

Add-On Services

- These services are available for an extra charge
- Clean Interior Windows & Sills
- Detail Blinds
- Detail Baseboards
- Dishes
- Clean Inside Kitchen Cabinets
- Clean Inside Oven
- Clean Inside Fridge
- Sweep Inside Garage
- Patio Cleaning
- Carpet Washing

Pets

Many offices today have pets. We will gladly work around pets, but we ask that indoor activity is limited for cleaning efficiency & safety reasons, if your pet becomes anxious or presents a safety concern, Sage Cleaning Service reserves the right to remove its employees from your property.

Our employees are instructed not to enter a business if they believe an animal is a threat, pets may behave differently if an owner or staff member is not present. Most of our cleaning is done after business hours we ask that pets be locked up if they remain on the premises. If the removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

Service Fees

Please remember we give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the property. To ensure there are no surprises when we arrive & find that the job will require extra time we'll call you to let you know if we are unable to reach you, the crew will have to leave & you will be charged the cancellation fee.

We reserve the right to reevaluate rates at any time based on the time it takes to perform our service to meet the client's standards, Sage cleaning will contact the client to discuss price or service revisions if the cleaning time differs drastically from the original bid.

Payments

In order to reserve your cleaning date and time, a deposit of \$70 will be applied. Payments must be made on the day of cleaning by check, cash, or credit card.

Refund Policy

We do not offer refunds, we have built our business providing our clients with the best possible service available, still, we realize that we are human, and things will from time to time get missed, should this happen email or call us within 24 hours & we will rectify the error at no charge.

Recurring Service Discount

Recurring discounts start AFTER the first cleaning service, if you skip cleanings so that your cleaning's frequency is lower than what you were set up for, your price will be increased to the pricing level for the lower frequency.

Rate Increases

Client's cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of the client's established service schedule or property or business situation: remodel, change of address, number of rooms added to the property, a significant addition of furniture, etc.

Customer rate shall be increased annually, by an amount not-to-exceed 8% of the client's current rate.

Lockouts

The client shall make the service location accessible to Sage Cleaning Service personnel on the scheduled service day. If the team is locked out of the Client's property, every effort will be made to establish contact with the Client to arrange for entry into the building, if contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped & you will be charged \$70 late cancellation fee, this fee is necessary to compensate the employees for unexpected lost revenue & time

travel, to avoid the fee provide us with a key or code to gain entry to your property.

Rescheduling & Cancellations

Service reliability is extremely important because we reserve a time, especially for you, we request that you give us a minimum of 48 Hrs. advance notice if you need to cancel or reschedule for any reason to avoid incurring a \$70 cancellation fee.

Alarm

If your property is equipped with a security system, please ensure that it is in the off position or call our office with the code & proper directions for use. If the code should change please let us know so you do not incur a lockout charge.

Use of Business Vacuum

If you request to use your vacuum, we will not assume or accept any liability for damage to the unit. Since we are not responsible for the maintenance of the vacuum, we will not be responsible for any repairs to it. This is important because if the vacuum is not in working order when we arrive to clean your property, we will not be able to perform any vacuuming of carpet & hard floor surfaces.

Cleaning Supplies

We provide the equipment & products needed to thoroughly clean your property, if you require us to use green cleaning products only, please let us know before we start the service.

If you require to use your cleaning supplies, note that we are not responsible for any damage associated with those products.

When this request is made we ask that you have the cleaning chemicals & supplies ready so we can perform our cleaning service as efficiently as possible.

Items We Cannot Clean

Mold removal is a specialty, we cannot be liable for any mold-related risks on clients' property. We cannot clean hoarding homes, spaces, or areas containing any animal's & human's body fluids, blood, feces, vomit, cat litter boxes, bird cages & urine, or excretions.

Unreachable Areas & Heavy items

For safety & liability reasons our employees can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 35 pounds, if you would like cleaning behind heavy objects, please move prior to cleaning.

Breakage/Damage & Loss Policy

While an occurrence is rare, the possibility of breakage or damage is present while we clean. Our cleaners exercise reasonable care when cleaning your property, we carry insurance for damage or breakage caused by our cleaners.

We are not liable for damage that is caused by normal wear & tear, improper installation of an item in your home, artwork, collectibles, or family heirlooms not disclosed during the booking process, these items include but are not limited to the following

- Artwork, Collectibles & Family Heirlooms: These items are expensive & impossible to replace, the client should point out such items to us before starting service, please advise us how you would like your fragile items handled & their care.

Notification must be made within 24 hours of breakage/loss of any personal items. Identical replacement is always attempted but not guaranteed.

Cleaners Arrival Window

We schedule our cleanings in an order that requires the least amount of drive time in an effort to maintain low prices & avoid trip fees, if you require a specific time we will make every effort to accommodate your request, however, no times are guaranteed. Due to the unpredictable nature of our business & unforeseen circumstances traffic jams, weather, and mechanical problems, allow us the flexibility of scheduling our cleaning between 8:00 am & 4:00 pm for apartment and home listing cleaning. 5:00 pm -10:00 pm for all office, bank, businesses, and commercial building cleaning.

We generally do not run more than 30 minutes earlier nor more than 45 minutes later than the scheduled appointment time, if we are running late we will call you and/or text you.

Holidays

Sage Cleaning Service does not do holiday visits.

If your scheduled day falls on a holiday, we will contact you to reschedule, the following holidays will be observed:

- Independence Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year Eve
- New Year

Inclement Weather

We will be closed for business when weather conditions prevent Rockdale, Walton, Newton, Clarke, Morgan, and Putnam County School Districts from opening.

Key Release

Client keys are coded & stored inside a locked cabinet to which only the managers of Sage Cleaning Service have access.

In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the property, Sage Cleaning Service will not be held liable for any damages or theft to the client's property.

Upon termination/cancellation of services, Sage Cleaning Service shall return any client key(s) in its possession no later than 48 hours after termination of services or the next business day.

Non-Solicitation of Sage Cleaning Service Employees and Contractors

As our customer, we ask that you agree not to solicit for hire any of our cleaning employees or contractors to work directly for you.

Our professional cleaners are background checked, their references verified & have completed comprehensive cleaning training. Significant time, resources & money are invested in each new employee before we allow them to enter our customer's homes.

Governing Law

Any claim relating to Sage Cleaning Service agreements and website shall be governed by the laws of the State of Washington without regard to its conflict of law provisions.

We have taken every effort to design our website to be useful, informative, helpful & honest, hopefully, we have accomplished that & would ask that you let us know if you would like to see improvements or changes that would make it even easier for you to find the information you need.

Sage by spiced life conversation, LLC reserves the right to change these terms & conditions at any time without prior notice to you.

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