**TRUE HIPPIE CLEANING**

**TERMS OF SERVICE AGREEMENT**

**A TRANSPARENT POLICY THAT EVERYONE CAN UNDERSTAND**

**CLIMATE POLICY**

We are committed to providing a pleasant work experience for our staff, and that includes a certain comfort level of temperature while we clean your home.

**NO SWEATSHOP, NO MEAT COOLER**

**Summer / warm days:** If your home is generally above 72 degrees, we ask that you, please adjust your thermostat to be between 72F - 70F degrees for the time we are there.

**Winter / cold days:** If your home is generally below 60 degrees, we ask that you please adjust your thermostat to be between 68- 70F degrees for the time present.

While in the home, if the temperatures do not meet our requirements, we will be required to adjust the thermostat during the time we are in the home. It is rare, but if we have to cancel your cleaning, you will be subject to our cancellation policy. Usually, this means you will be charged full price.

**CLUTTER POLICY**

*What is Clutter?*

Clutter is a mass of trash, items, nick-nacks, or personal items on the countertops or floors of your home. Clutter significantly inhibits our ability to perform our tasks and stay on schedule. It is crucial that you pick up clutter from the rooms you want us to clean before we show up!

Our vision is to clean at the highest standard that we can. There can be many reasons we don’t clean around excessive clutter. It is easy for cleaning techs to miss areas; there is a significantly higher chance of us breaking something or misplacing your things; it usually takes two to three times longer for us to do our job which affects customers scheduled after your home.

If a room has enough clutter to cover the floor, we will not be able to clean that room.

If your countertops are covered in clutter, we will clean around the clutter without moving items, if the clutter leaves nearly no visible countertop space, we will skip this area.

If half the rooms in your home are covered in clutter, we will have to phone the office and get a manager involved. In most cases, this will result in rescheduling your cleaning.

We cannot clean while someone moves clutter around for us, and we cannot move excessive clutter ourselves.

If we have to leave your home due to clutter, you will be charged for the (time) we were there plus the (time) of the commute. Our hourly rate, in this case, is per labor hour, per person, in your home & commute. Ex: Two cleaners would equal (labor hourly rate x 2 agreed on) per clock hour.

The first time we have to reschedule your cleaning, there will be no additional penalty. If we have to cancel your cleaning due to clutter, and you are unwilling or unable to reschedule, you will be charged according to our cancellation policy.

If we come back to a rescheduled appointment and the home still violates our clutter policy, you will automatically be charged a full cleaning price.

**BIO-HAZARD & PET WASTE POLICY**

If the cleaning techs are unable to do their jobs from noxious smells/fumes in the home we will have to cancel your service. You will be charged according to our cancellation policy.

**BLOOD & OTHER BIOHAZARDS**

As an organic cleaning company, our team has no training for handling blood, needles, medicated items, drugs, or anything that could be considered a biohazard. The cleaning techs have been instructed to ignore areas that have these items and areas. If there is excessive bio-hazard in the home, cleaning techs will phone a manager. In most cases, this will result in a cancellation of the service and will be treated according to our cancellation policy.

Regarding mold, we do not clean mold nor do we clean a room that has mold.

**PET DROPPINGS**

If there is a pet dropping on the floor, and it looks like it can be picked up with a piece of toilet paper, we will pick it up and flush it in the toilet. If there are excessive pet droppings, or the droppings look as if they can't be picked up with a single piece of toilet paper, we will clean around it and leave a note on the checklist.

If you have cats in your home, we will ask that all litter boxes are cleaned prior to our arrival. This includes sweeping up excess droppings or litter in/around the box. If you do not have boxes cleaned - we will ignore the area completely.

In order to clean areas where litter boxes are located, we’ll also ask that a vacuum is provided to use or a broom with dustpan for hardwood floors. We will not use company equipment—besides a bucket and mop.

**URINE**

If a cleaning tech can smell or see urine/pet waste, we will not use company equipment in this area. Urine and other pet waste smells can get stuck in our equipment and disable for future usage. If you have a pet that frequently urinates on the carpet we need to be informed ASAP of where exactly not to be vacuuming.

We would expect to use a dedicated vacuum on site, provided by the client, in order to clean these areas, otherwise we will go around it.

**PETS**

We love furry friends! As long as our work does not interfere with your pet being home/around while we’re cleaning - please don’t hesitate to keep them around! We would only ask that pets who are shown to be aggressive or not friendly to new people in your home be crated or locked in another room.

We strongly encourage clients with pets who bark excessively to keep them enclosed in another space; away from our crew or we will not clean those areas.

**DOOR POLICY**

All privacy is respected here. We have a “closed door” policy with our crew. This would be a sign to skip this room/area, unless a note was stating otherwise on the front of the closed door.

**NON DISCLOSURE**

Our crew members sign a Non Disclosure document stating they will only use our company information for work purposes. Including keys, entry codes, information regarding your home, any affiliates, etc.

**EQUIPMENT POLICY**

For the purpose of this Equipment Policy, we will label all equipment, vacuums, chemicals, organic supplies, tools, protective gear, sprays, disposable items, and anything else that can be considered as a cleaning supply as "Gear."

There are several reasons we insist on using our gear. Among them, but not limited to, we are proficient in our gear, we are trained in a classroom setting on how to use our gear, and our gear is warrantied. We understand that many customers prefer for us to use their gear for many reasons. We only use our own products and gear.

**THE POLICY**

Using anything other than the gear we brought with us, in any way, is subject to this equipment policy.

If we use non-company-owned gear, please understand that we cannot and will not warranty that gear or any damages from using that gear. With all gear, there is a learning curve, specific directions, manufacturers' best practices, etc., that are unique. We don't know how to use all the gear. As a result, we offer NO support, warranty, or liability when using your gear, or non-company-owned gear.

This policy also applies to organic, natural, or identical gear to what we use. If we didn't bring it with us, we would not support any liability for your damages.

**ALL CLEANING CANCELLATIONS**

If you have a booked appointment with us we ask for at least 48 hours' notice to cancel or reschedule. If you have to cancel (without rescheduling) your appointment LESS than 48hrs there will be a $100 FEE the same day as scheduled service.

*If you haven’t paid your cancellation fee prior to the next service agreement, we will send an invoice to follow up and/or add it to your upcoming bill.*

If you cancel within 3 hours of your scheduled cleaning time you will be charged 50% of the amount booked for your service agreement.

If we are locked out or if you cancel while the cleaners are there (including cancellations from other policy violations) you will be charged for the full amount booked. No exceptions. This includes lock box changes in code or keys to enter.

A secondary point of contact is ***strongly*** encouraged, name and phone number, in case the client is not reachable.

Please understand that our cleaning technicians rely on consistent scheduled cleanings, if you would like to cancel, we ask that you call ahead to ensure no fees.

**RESCHEDULES**

If you choose to “skip” your booking on a scheduled occurrence or first time, please notify us immediately - no cancellation fee within 48 hours.

In the event of severe weather delaying our ability to service you, we’ll inform you via text or call immediately with a plan for delay and / or need to cancel & reschedule. Our schedule team will follow up with the next immediate available time. Please also note, Client approval is mandatory in order to reschedule for entry and security purposes.

Please keep in mind our commitment to service you is based on availability of the calendar. We cannot guarantee significant changes in schedule for recurring visits.

Our clients always have the option to “skip” a service without penalty. No fees within 48 hour notice of cancellation; or pay-it-forward by securing payment for crew members scheduled to service date/said upon agreement.

**PAYMENT FOR SERVICE**

An invoice will be sent via Quickbooks directly to the email provided when signing up for our cleaning service. Our policy is to receive payment within 24 hours of billing for any completed work. If your payment is more than 7 days late, we have the right to charge 5% for each billing cycle/7 days.

Please pay by cash (preferred), ApplePay, or Venmo.

**Venmo** @truehippiecleaning

Checks can be written with approval by management and mailed to:

True Hippie Cleaning

14 Waubesa Street, Madison, WI 53704

Debit / Credit cards and Bank Transfers via QB.

(3% fee may apply)

Commercial clients who chose to pay by check, are required to send a “confirmation email” stating a written check has been mailed out / on said date with an expectancy of 2 weeks due date as of serviced date and / or invoiced date.

**TIPS**

If you add gratuity to your service, we strongly encourage cash!

Other Alternatives: Check or

Venmo @truehippiecleaning

Please do **not** add tips to Quickbooks!

We’re charged 3% fee on every transaction.

**ESTIMATES FOR SERVICE**

All estimates must be conducted in-person.

Based on your requested day of evaluation,

We’ll discuss rates and service agreements.

It’s important to us that our clients understand, we will not accommodate add-on requests; same-day the crew has arrived to service you.

For clarity and peace of mind, Our crew will be provided with the approved list of your requests.

***Any changes/updates*** ***must be made 48 hours prior to your service.***

***Please call/text (608)216-1185 or email truehippiecleaning@gmail.com***

**RATES**

Our rates start at $40/hr - $45/hr for General Cleaning

$45/hr - $50 for Detail Cleaning.

(Includes all products, equipment and your service costs)

*These Rates are not included for DETAIL post construction or move out cleaning\**

For regular - ongoing clients as of May 20 2023,

Rates will follow as—

General will increase to $40.00/hr

Detail will increase to $45.00/hr

Rates will be predetermined prior to cleaning.

Your rate is subject to increase annually as of

May 20 2024.

The following will not apply to regular serviced clients -

Other significant cleaning projects, such as move out or move in cleanings, and post construction may require additional costs for equipment and supplies.

—The price will increase at an hourly rate from $5 to $10 per hour based on said agreement.

Since 2017, True Hippie Cleaning has proven to be a 100% green cleaning company.

Our focus is to provide honest, eco-friendly and reliable cleaning services you rave about with your friends, coworkers and families. We will always create our own products from honest sources that we trust, local and purely free of any toxins! If you’ve heard already, yes it’s true, we only use essential oils, that’s what that smell is….

We value your option! If you’d like to share with us feedback, suggestions on lines of communication, ways to improve, or interests for at-home or office cleaning products, please don’t hesitate to reach out!

—Gratefully your local hippie cleaning service,

Anastasia Calka

Owner and Operator, True Hippie Cleaning,

Phone: 608 216–1185

Email: [truehippiecleaning@gmail.com](mailto:truehippiecleaning@gmail.com)

Agreement to Sign:

I have read the terms of service agreement and fully abide by the contract stated above.

| Client’s Full Name: |
| --- |
| Date: |
| Signature: |