

Graceworks Housecleaning Services
Eric Grace – Owner
(541)-292-3895
www.graceworkshousecleaning.com

Agreement for Services, Policies, and Procedures

Date: _____

I, _____ authorize Graceworks Housecleaning Services (herein after referred to as “Graceworks”) and its cleaners to provide cleaning services for our property as agreed upon herein. We confirm we are the owner, renter, or agent of this property and as such, are authorized to sign this Agreement. The location of services to be provided is located at:

Address: _____

City: _____ State: _____ Zip: _____

We understand that we will be charged the rate of \$_____ per hour per person for the work. I further understand that this hourly rate includes an in-depth review of cleaning services required at the beginning and the end of the initial cleaning and is exclusive of fees charged in extra travel time if this property is located outside of the Ashland or Medford city limits as well as loading and unloading time. The total area to be cleaned is _____ sq ft.

Scope of Work

Graceworks shall supply eco-friendly general cleaning appliances, products, and materials and perform all of the work as documented on the Customer Checklist provided, or what has been verbally confirmed with the owner/manager/cleaner on scheduled work dates.

Condition of Service

The interior of the home is expected to be cleared of clutter unless organizational services have been requested. Toys are to be put away, laundry is set in the laundry basket or washer, clothes are to be put away in the closet or in the dresser(s), dishes are in the dishwasher or cabinets unless requested to be washed. Surfaces that are covered with clutter will not be cleaned unless asked to be organized and cleaned. While cleaning, items will not be put away by Graceworks’ cleaners unless the client shows the cleaner where to place them.

Liability Waiver

I do not hold Graceworks liable for any property damage or personal injury before, during, or after services performed. I choose to hire Graceworks at my own risk. I am also aware that Graceworks is licensed, bonded, and insured. I understand that Graceworks will take all necessary precautions and care for the cleaning of my home. If there is an area that requires special care and instruction it is my responsibility to let Graceworks and its cleaners know about these areas and instructions.

Keys

Graceworks will safeguard the client key(s) at all times. The key(s) provided by the client will be handled by the owner or the cleaners on the date of service(s) or if an ongoing cleaning is arranged on to be held in safekeeping with the cleaner /owner. Lost key(s) will be reported to client immediately.

Other Workers on Service Date

Graceworks' liability and bond insurance policies cover our cleaners only. It does not cover other workers from other companies in the home on a scheduled service date. If other workers are in the home at the same time as our cleaners, I release all liability of Graceworks' cleaners with my signature on this form. It is my responsibility to validate the work performed by the other company and hold Graceworks harmless, now and forever. If actual damage was found from the work our cleaners performed, it must be reported to Graceworks or the owner before work has commenced by the employees of the other company.

Air Conditioning and Heating

When required, Graceworks cleaners will need to raise the thermostat to increase the heat to keep warm or to use air conditioning by lowering the thermostat to a comfortable setting to prevent heat exhaustion, fainting, and possible interior damage to customer home.

Completion of Work

Upon completion of the work, cleaner(s) and the client will inspect the job. I understand that I will be responsible for payment in full for the time rendered to complete this job at the end of this job, unless I have previously arranged to be billed for services with Graceworks. I understand that it is my responsibility to review the work done and to mention any adjustments that I would like done to the job completed at that time. A representative of Graceworks will call me/us one ½ hour prior to the completion of the job if I am not on the premises so that I can return to inspect the work and/or make payment. If there is any waiting time due to our late arrival, I understand that I am also responsible for paying that time as well.

Terms for Payment

Payment is expected at time of service unless invoicing is arranged beforehand. Graceworks reserves the right to refuse service when an outstanding balance is due and when payment is not left for the regular service. If payment is not received at time of cleaning, a 5% finance charge will be added to unpaid balances over 30 days and accrue monthly.

Occupants

I understand that on the service date, individuals that are in the home while the service is being performed must not occupy the rooms while the cleaning is being done. I understand that it is requested that I move to other rooms and be mindful of Graceworks' equipment for my family and my own protection and the protection of Graceworks' cleaners.

Pets

Graceworks reserves the right to refuse service on the scheduled date if an animal in the home is considered dangerous. Pets left inside the home on the scheduled service date will be protected to the best of our ability. Graceworks will not be held responsible for the behavior of the pet(s) while the service is being performed.

Guarantees

Graceworks guarantees the work performed for 24 hours. Any deficiencies must be reported within this time period. Otherwise, the necessary correction will be made on the next scheduled appointment if possible.

Chemicals and Equipment

Graceworks will use products or appliances that are authorized by the client only when pre-arranged on the Service Agreement, noted with the owner/cleaner, and/or noted on our Work Order. Cleaners are trained and authorized to use the products and equipment of Graceworks. It is at the cleaner's discretion to use products that the client suggests that are not within the eco-friendly orientation and supplies of Graceworks. Graceworks is not liable for any damage the client's products cause to the cleaner, client, or the property should there be any.

Graceworks Housecleaning Cleaners

Cleaners are not authorized to use any undocumented items in the customer's home and are required to document any damage found or incurred on the day of service. All cleaners have been authorized and passed a background inspection by a criminal background check from Datasource. I understand each client is expected to report any concerns to Graceworks management immediately.

Hiring of Graceworks' Cleaners

I agree not to hire past or present cleaners of Graceworks for a period of not less than 2 years from the date that cleaner was last employed with Graceworks. In the event that I am found to have hired a cleaner of Graceworks in contradiction of this agreement, a \$2,000.00 referral fee is due immediately upon employment of the past/present cleaner, regardless of regular employment (part- or full-time) or on a contractual basis.

Discounts

Referral and coupon discounts will be validated by Graceworks' owner, manager, and/or cleaners. The referral discount is applied to my service after my referral has been serviced. I understand I will be notified when the discount is in effect and applied to your cleaning. I understand that the senior discount and 1st time cleaning discounts must be mentioned at the time of scheduling an appointment.

Cancellation Fee

A trip fee of \$10 will be applied to your account for cancellations that occur less than 2 hours prior to your next service date. There will be no cancellation penalty if your notification is made within 72 hours of a scheduled service date, but a cancellation fee of \$50 (or the total of that day's normal cleaning scheduled time) will be applied to your account when your notification occurs less than 72 hours from your next service date. Please call Graceworks in advance so that we may reschedule your appointment as soon as possible.

Special Conditions of Service Agreement

- (1) Unless I provide all preferred special cleaning materials and/or products required for delicate surface materials (granite, marble, stainless steel, wood flooring, glazed tiles, etc.) and training/directions for using products Graceworks products will be used.
- (2) Graceworks can honor special cleaning requests outside of maintenance clean items listed with proper notice of at least 1 week. It may be necessary to amend the cleaning charge to reflect special requests.

- (3) Graceworks reserves right to review and/or amend Service Agreement as needed. I understand I will be informed of revision(s) with reasonable notice. I understand I will be given two (2) weeks' notice of rate adjustments.
- (4) I acknowledge receipt of Graceworks' policies and procedures.

Graceworks contact number: 541-292-3895

Client contact number: _____

Any and all call backs for additional work are to be billed separately.

Client Signature: _____ **Date:** _____