

Green Peaks Cleaning Services, LLC. Terms and Conditions



Payment: Payment shall be made to Green Peaks Cleaning Services, LLC, PO Box 4912 Breckenridge, CO 80424

In addition to any other right or remedy provided by law, if _____ (the "Client") fails to pay for the Services when due, Green Peaks Cleaning Services, LLC has the option to treat such failure to pay as a material breach of this Agreement, and may cancel this Agreement and/or seek legal remedies.

Scheduling and Rescheduling:

We require **48 hours notice** for cancellations of service. Cancellations must be made by calling (970) 737-4665 or email to Greenpeakscleaning@gmail.com. You will receive a confirmation email within 1 business day of making your service cancellation. If you contact us **less than 48 hours** in advance of your scheduled cleaning to cancel, Green Peaks Cleaning will charge a non-refundable **cancellation fee of 50%** of your cleaning cost to cover a portion of our expenses.

Your home will be cleaned on the agreed upon date and time-frame, between the hours of 9:00 am – 5:00 pm on the scheduled cleaning day. Please allow for a grace period on the day of your clean, in case of any unforeseen circumstances.

Should a client choose to skip a cleaning, Green Peaks Cleaning may charge by the hour for the next cleaning to catch up and allow enough time to perform the job properly.

If clients are absent from our schedule longer than 30 days, Green Peaks Cleaning reserves the right to charge a fee to restart service and to review your service rate.

Recurring service is offered under the following conditions – the client understands that cleanings are scheduled every one, two, or four weeks and Green Peaks Cleaning cannot guarantee the same Team Leader or the same time slot.

We are closed for New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after and Christmas. Should your cleaning fall on any major holiday we will reschedule your cleaning, we do not cancel cleanings however, a client can cancel the clean. Normal skip fees will apply when a client cancels.

Accessing Your Home:

Please ensure our staff has access to your home. During the signup process, you will be prompted to tell us where to find your key for the initial cleaning. The majority of our clients' ask us to keep the key, where we assign it a control number, log it in our production management system, and store it in our key vault which is inventoried at the end of each day. If you choose, we can return the key to a place of your choosing but Green Peaks Cleaning is not responsible for losses due to access arranged through this method.

If Green Peaks Cleaning is unable to access your home when we arrive, Green Peaks Cleaning will charge your card a non-refundable lockout fee of 50% of the quoted cleaning price.

If you have an alarm system you can either give us the alarm code (this can be provided as part of the sign up process) or turn off the alarm system before our arrival.

Paying for Services:

We accept Cash, Check, Visa/Mastercard/Discover, or Venmo

Payment is due at the time of cleaning. We ask that the client provide a credit card in the event that payment is forgotten. Accounts will be considered overdue if payment is not made within 10 business days and will be assessed a 10% late fee. Accounts 90 past due will be sent to collections.

*All Credit Card payments are subject to a 3.5% service charge fee.

Rate Changes – Green Peaks Cleaning Services, LLC reserves the right to re-evaluate rates at any time based on the amount of time it takes to perform our services in order to meet our customer's standards and expectations, or due to raising supply and labor costs. We monitor the actual cleaning time for the initial one to three months of service and occasionally thereafter. Green Peaks Cleaning will contact the client to discuss possible price or service revisions if the cleaning time differs significantly from the original bid.

Please have your home picked up of toys, clothing, dishes, etc., before our arrival. Our cleaning technicians have a time table we must adhere to in order to provide excellent service to all our clients. Picking up your home is not included in our estimated price.

Tipping:

A tip is neither expected nor required. It is completely optional and at your discretion. If you should decide to add a tip with your payment (either via credit card or personal check), please let us know how much of your payment is designated as a tip. Otherwise, it becomes a credit towards your next payment.

In Case Of Bad Weather:

Green Peaks Cleaning reserves the right to be closed for business when severe weather conditions prevent local school's districts from opening. We will make every effort possible to send another team to perform your cleaning or reschedule your cleaning. If rescheduling is not needed or wanted, you will not be penalized for skipping a clean.

It is the clients' responsibility to remove any snow (over 6 inches) and ice from driveway, walkway and entry. Should your team show up to clean and they are unable to safely reach the home entry point, the client will be charged 50% of the quoted cleaning fee. Equivalent to our lockout fee.

Protecting Your Valuables:

To avoid accidental breakage, please secure valuables, fragile collectibles, and irreplaceable family heirlooms. We request you place these items in a cabinet or drawer, or we can make a note on your worksheet not to touch them.

Green Peaks Cleaning takes great care while cleaning your home, but occasionally accidents do happen. The cleaning team will leave a note or inform you of breakage. The office will follow up with a phone call to determine the best course of action to take for you.

Green Peaks Cleaning is not responsible for breakage due to normal wear and tear, deterioration caused by age or weather, or damage caused by improper assembly, construction or mounting of an item (EX: blinds, pictures, fan blades, light fixtures, etc.)

As plants require specialized care, Green Peaks Cleaning is unable to maintain them.

Customers have 30 days to report damage or broken items. After 30 days the customer assumes responsibility for the broken item.

Preparing Children and Pets:

For safety reasons, please see that children are supervised while we are cleaning your home.

We ask that you secure your pets while we are cleaning your home. Green Peaks Cleaning and its staff reserves the right to leave the premises, for the protection of our cleaning technicians, if a pet exhibits aggressive behavior. Green Peaks Cleaning will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed.

Scheduling Other Service Providers:

Due to safety and security considerations, please do not schedule other home service providers when we are scheduled to clean if you are not present to supervise them. Green Peaks Cleaning will not let anyone into your home.

Client activities or the activities of other home service providers which result in a request to re-clean an area the team has already cleaned will result in an additional fee.

Protecting Our Cleaning Technicians:

Green Peaks Cleaning makes a significant investment in recruiting, certifying and training only the most qualified cleaning technicians. In consideration of this opportunity, each cleaning technician signs a non-compete agreement which prohibits him or her from working directly with our clients. We ask that our clients abide by this same measure. By accepting our service, you agree neither to solicit, directly or indirectly, nor hire any current or former Green Peaks Cleaning technician who has provided services to your home, without the expressed written consent of Green Peaks Cleaning Services, LLC and compensation of \$1500 to Green Peaks Cleaning for its loss.

Green Peaks Cleaning technicians are unable to climb on ladders higher than the three-step ladder they are issued to perform their work. Please call the office if you need work performed in your home that requires a ladder.

Due to regulations, our staff will not handle any type of animal or human waste, vomit, blood or body waste.

Due to sanitary and hygiene cross-contamination issues, we are unable to clean in areas or homes with live infestations (maggots, fleas, roaches, bedbugs, etc) until mitigated.

Termination of Service:

Either party may terminate cleaning service with written 48 hour notice. Any payment for above mentioned services owed by the customer shall be due and payable at the time of cancellation. This is not a contract and either party may cancel service at any time for any reason without penalties or additional fees.

Guarantee of Your Satisfaction:

Our work is guaranteed; if you think any area that is in the scope of work is not clean or cleaned well, we will re-clean that area to your satisfaction.

Please call or text within 24 hours of your cleaning and we will return as soon as possible within one business day to re-clean the problem area. Request for re-clean logged after 24 hours will result in a fee. We appreciate the opportunity to make things right in a timely manner.

Our guarantee does not include a refund when services have been rendered.