



AOWTD Business Agreement

Terms of Service

1. Cancellation Policy:

- We kindly request that you provide us with at least 24 hours' notice for appointment cancellations. Failure to do so may result in a \$50 cancellation fee.

2. Rescheduling Efforts:

- Your satisfaction is important to us. In the event of a cancellation, we will make every effort to reschedule your appointment before the next available time slot.

3. Confidentiality:

- We uphold strict confidentiality standards, ensuring the privacy and confidentiality of our clients and employees.

4. Immediate Issue Resolution:

- Should any issues arise during the cleaning process, rest assured

that we will promptly contact the homeowner to address and resolve the situation.

5. Insurance Coverage:

- For your peace of mind, we are fully insured, providing coverage for any unexpected incidents during our services.

6. Terms of Service Updates:

- We reserve the right to update these Terms of Service and will provide a 30-day notice to ensure you are informed of any changes.

7. Payment and Late Fee:

- Payments are due on the day of service. A \$10 late fee will be applied to overdue payments.

9. Furniture Handling and Dishes/Laundry:

- For safety reasons, we do not engage in heavy lifting, furniture moving, or sliding of furniture. However, we will make every effort to sweep and mop to the best of our ability around large items.

- Dishes and Laundry are not included in our services. We will move dishes to clean the sink, then return dirty dishes back inside of sink.

10. Satisfaction Guarantee:

- We are dedicated to providing top-quality service. If you are not completely satisfied with the cleaning, please contact us within 24 hours, and we will make every effort to address and resolve your concerns.

Additional Terms and Conditions

1. Upcharges for Special Circumstances:

- **Pest Infestations:**
 - If bed bugs, roaches, fleas, or other infestations are discovered, cleaning will immediately be stopped for safety reasons. A minimum upcharge of \$100 will apply, and services will not resume until the infestation is resolved.
- **Excessive Pet Hair or Animal Droppings:**
 - Homes with excessive pet hair or unexpected animal droppings will incur an additional charge of \$10+.

- Excessive Trash and Clutter:
 - Significant amounts of garbage or clutter that impede cleaning access will result in a \$30+ upcharge, depending on the severity.
- Biohazards:
 - The Company does not handle bodily fluids (e.g., blood, vomit, etc.). If such hazards are present, cleaning will be paused, and the Client must arrange for specialized services.

2. Service Limitations:

- The following services are not included in any of our services:
 - Carpet shampooing or fabric cleaning

- Exterior window cleaning or any outdoor cleaning
- Moving furniture beyond minor adjustments

3. Lockout Fees:

- If the Company arrives for a scheduled service and cannot gain access to the home, or for any reason stopping the Company from cleaning while there, a 100% lockout fee based on the scheduled service price will apply.

Client Signature:

Date:
