



We at HANDY HELPERS ACK take immense pride in providing our clients with the best quality service there is. We strive to ensure we secure an adequately trained and experienced team by providing a competitive pay rate, and with this in mind we have established the policies below. We ask that every client review and respect them.

**PLEASE BE ADVISED THAT WE LIMIT OUR LIABILITY FOR DAMAGE TO THE COST OF YOUR CLEANING AND WE ASSUME NO LIABILITY FOR DAMAGE OR LOSS OF ITEMS THAT ARE NOT SECURED PROPERLY OR THAT WERE DAMAGED PRIOR TO OUR CLEANING.** (Example: heavy pictures hanging from thumbtacks, any type of floating shelves, etc.) Curio or nick-knack items of extreme value, (monetary or sentimental) should be stored in a case behind glass or dusted & cleaned by the owner. All surfaces (i.e.: Marble, Granite, hardwood floors, etc.) are assumed to be properly sealed and ready to clean without causing harm when common cleansers are used.

**Due to our flexible schedule and hectic summer traffic,** we can only give an estimated time of arrival for any job scheduled after our 7am time slot. All other jobs can only be narrowed down to an estimated hr. window, we will however try our best to make the time which was scheduled. A \$35 surcharge will be added to all jobs outside town limits. errands will be billed at a minimum of \$75, this fee will be increased depending on time spent, how hectic the day is, and distance need traveled. The client is responsible for all the cost of goods or services of said errand, there will be a 20% mark up on all cost of goods and service request requiring a third party.

The house cleaning industry is one that has exceptionally low profit margins, therefore we schedule all our jobs daily based upon what work is available that day, and we plan for no down time between jobs if possible. If you do insist on a specific

time (other than 8 am) please be advised that if our scheduling does have any sort of down/ wait time that we will try our best to work with you in order to meet your needs but we may need to charge you an additional fee to cover the time that employees are asked to wait between job. Our team normally consist of (1 - 3 people per team)

**Last-minute cancellations** can wreak havoc on our scheduling, causing both our other customers and our staff great distress. You may reschedule, skip, add, or cancel any of your cleanings, however we do ask for a 72-hour notice of any of these actions. Cancellations (for any reason) happening with less than 72 hrs. notice will be charged a fee of \$100, if your cancellation is received less than 24 hrs. in advance you will be billed for half the cost of the service for that day. Should we receive cancelation after we have traveled to your home you will be charged for the full cost of service for that day. Payment will have to be made in full prior to our scheduling any further work. All cancellations must be made through the office by call or text (508)635-1481, email [info@handyhelpersack.com](mailto:info@handyhelpersack.com) Please do not tell your cleaner. All cancellations will also cause your rate to increase to the next level (for example - skip a weekly cleaning and you will have to pay the bi-weekly rate for your next cleaning) Payment will have to be made in full prior to our scheduling any further work.

**We make the same promise** to you. If for any reason we must cancel your cleaning without notice, the same day as your scheduled service, we too will compensate you for your troubles as well.

Please understand that unlike other industries such as retail, hairdressers, etc. we in the cleaning industry do not have the luxury of walk-in customers to supplement our schedules when a client cancels without notice. When we schedule your cleaning job, we reserve that space/time for you, and you are alone. Our staff depends upon your job being there for them to make their salary. Cancellations cost them dearly and we find that if they lose out too often, they quit. YOU are vital in helping us to retain our excellent cleaning staff. We understand that you do not want to see different faces each time we clean, and we do not want to have a continual revolving door of new hires either.

### **Turn over services**

All turnovers are priced per property with additional charges applied for laundry, grill cleaning, trash sorting among other specialty services. All specialty services will reflect a 20% mark up on all third-party fees. Clients may choose to have basic turnover services or have us provide a full-service including inventory amongst other services.

We all know how stressful turn over season can get, the short window of time allotted to having your property looking and feeling as if each incoming guest is the very first of the season hence all properties must be spring/deep cleaned by Handy Helpers ACK

prior to the first guest or June 15<sup>th</sup> whichever comes first. This service allows us to get in all the little nooks and crannies, under all furniture, other difficult to reach places prone to having spider eggs and other insects and bugs, time does not allow for during turn overs; this service also gives us the opportunity to clean items not usually done during peak season for example but not limited to bed skirts, rugs, sofa, fans sort and organize linens, amongst other household items removing worn and/or Damaged items, from circulation. Creating a reorder list and making necessary service recommendations like the need for exterminator.

Should a client decide against our recommended spring/deep cleaning we will have no other choice but to remove that property from our turnover list.

We will not be held responsible for guest complaints on recommendations made that were not carried out by clients

**Health matters** - We ask that you notify our office by 7:00 am if you or anyone in your family is sick or has a contagious illness so that we can take precautions or choose to reschedule your job. We will also never send one of our team members into your home if we know that they are ill. Please note that due to health reasons we do not clean up after pets or clean hazardous materials or waste, should this service be needed please notify the office prior to team arrival, should the need for this service arise after the team has arrived please notify the office should this service be needed and home owner is not present , photos will be taken and an additional service charge will be applied.

We provide all the appropriate equipment and supplies necessary to do our jobs. We professionally train our staff in the use of these products and equipment. While we are happy to use your alternative products or equipment the use of anything other than what is issued by our company will void our 24-hour guarantee.

Any jobs requiring extra or unusual supplies and/ or equipment will be billed additionally for these services. Any additional services not normally included in the cleaning package that you select will also be billed for additionally unless it is noted on your service agreement at the time of your estimate. (For example - Stone sealers, floor buffers, carpet extractors, etc.)

**We have a “No check/ No clean” policy.** Payment is expected in full the day of the cleaning. For your convenience we do have an Invoicing program, where all services are invoiced and paid for once monthly. This service pays for cleanings in advance and receives a 5% discount if your payment is received in our office by the 4th of each month. (Discounts do not apply if payments are made/ received later than the 4th of the month)

As a customer, you are entitled to a no-hassle buying experience. **We accept checks, American Express, Visa, MasterCard, and cash.** Any check returned from your bank

will be assessed an additional fee of \$55, if made good within 3 days of notification. Checks not made good within 3 days are subject to a fine of up to 5 times the value of the check + legal and/or collection fees. If your account is paid more than 10 days late for any reason, we charge an automatic \$75 administration fee and interest will start accruing after 28 days at the rate of 10% per month

**We need to be able to work freely and without distractions.** Every effort is made to work safely and cautiously, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. **Be advised that if we are subject to distractions that affect our ability to work in our normal fashion or speed, we reserve the right to charge for our extra time spent in the home.**

If for any reason an employee of Handy Helpers ACK feels that their personal safety is in danger enough to leave the job site, due to actions by the customer, guests of the customers or others at the job site, the Handy Helpers ACK customer will still remain liable for the full cost of the job.

Although we are professionals, we are not miracle workers. Sometimes we are called in too late to correct damage that is already done to some surfaces. Other items may take a couple of cleanings to look their absolute best. In cases of extremely cluttered areas or surfaces we reserve the right to use our prerogative to skip those areas to avoid damaging items or hurting ourselves.

**Special requests** - We love them, however we do ask that you call the office in advance to assure that your cleaning team who is responsible for cleaning several homes each working day, will be able to accommodate your special requests without impacting our other clients' needs for arrival times , etc.,

**Vacations and Holidays** - HANDY HELPERS ACK is closed on New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas day. Any emergency which requires us to work on those days will be billed at double the cost of the regular rate plus a \$55 booking service fee. If your regular cleaning lands on one of these days, we will reschedule you to another day. Weekly clients will have the first choice of rescheduled dates, then bi-weekly, then monthly. If you will be out of town or on vacation during a holiday week, please let our office know as soon as possible to avoid a lock out fee.

**Your Satisfaction is guaranteed.** While we do not offer refunds on services that have been provided, we will return & re-clean any areas of concern that are reported to us within 4hrs of our cleaning for occupied properties and 24hrs for unoccupied properties.

When entering into an agreement for services with HANDY HELPERS ACK you agree not to solicit for hire any staff member introduced to you by HANDY HELPERS ACK for any home-related services. If you are found to have solicited one of our staff, please be

advised that our referral/ training fee is \$3,500 payable to HANDY HELPERS ACK immediately upon employing our staff for any services to your home/ business + your maid will be terminated immediately from our employment as they will also be in breach of their own non solicitation agreement.

No representation or warranty made by any other person working for HANDY HELPERS ACK, expressed or implied other than the company owner, which is not specifically set forth herein, shall be binding upon HANDY HELPERS ACK. HANDY HELPERS ACK reserves the right to re-evaluate rates and/or change the Service Agreement &/or policies at any time.

HANDY HELPERS ACK does not allow its employees to take any item(s) of any nature from a customer's home without first having written permission for our office records. This is done for your protection as well as ours. If you choose to give your cleaning staff something (a lamp for example) that you no longer need please protect them by also sending a note to the office that states that you gave them the item to prevent our staff from receiving reprimands or being terminated.

**Referrals** - Please let your friends and family know about us. If someone you refer to us uses our services just once you will earn \$35 off your next cleaning for the referral. However, if that referral extensively uses our services for 1 year you will earn \$150 gift card that you can choose to use or gift to a friend after upon that one-year anniversary. Please email our office to let us know who you have referred so that we can properly track and credit you

## Your Home - Our workplace

OSHA requires employers to ensure the safety of all employees in the work environment. In following these requirements, we ask your assistance in helping our staff to have the following as required by OSHA

- \* Appropriate footwear is always required to be worn where there is a risk of foot injuries from hot, wet, slippery, corrosive, poisonous substances, falling objects, crushing, or penetrating actions. Shoes should be enclosed and have nonslip soles.
- \* Protective gloves, aprons, shields, or other means of protection are provided and required if the employee has potential to be cut or has anticipated exposure to corrosive liquids, chemicals, blood, or other potentially infectious materials.
- \* Making sure that rooms are well ventilated, so that the employee can avoid working with strong chemicals in poorly ventilated rooms.
- \* Maintaining a proper temperature in the home / workplace. OSHA recommends temperature control in the range of 68-76. F and humidity control in the range of 20%-60%.

\* Rest periods- every employee is entitled to 10 minutes of rest time per every four (4) hours or major fraction thereof. This is paid time