

# Harbor Cleaning Services

Welcome!

Thank you for your interest in Harbor Cleaning Services. On behalf of our entire team, I want to personally express our appreciation. We are dedicated to delivering the highest level of service and look forward to the opportunity to exceed your expectations. It would be our pleasure to show you the difference that comes with choosing Harbor Cleaning Services.

It is our goal not only to meet your expectations, but to exceed them! Remember, there are no long-term contracts—**our quality is our contract!**

However, we do require a signed client agreement. This agreement outlines important policies we'd like you to be aware of. By signing and doing business with us, you acknowledge and agree to the terms listed below.

Please review the client agreement and provide your signature at the bottom to proceed.

Thank you!

- Harbor Cleaning

## Cleaning Services

### **First time clean and what to expect:**

Our first visit is more like a spring cleaning or perhaps a “catch up” cleaning. Before we can begin the routine cleaning of your home, there are a variety of first time tasks that require extra time and effort. There is a big difference between “old” dirt and “new” dirt. If we don’t get rid of the old dirt, removing new dirt isn’t going to make your space sparkle. It’s not uncommon for us to spend three or four times longer on a first cleaning than it takes us on a regular maintenance visit. Perhaps no one has vacuumed behind or beneath your couch for a while (we move what we can.) Windowsills, stove tops and hoods, baseboards and doors are prime candidates for long periods of neglect. Kitchen cabinets, countertops and appliances usually require extra attention on our first visit. If we don’t spend the time and effort to get the shower doors, tracks, stalls, walls, bathtub, fixtures and floors thoroughly cleaned, they just won’t look really clean no matter how often we visit.

### **Maintenance Cleaning:**

After your initial Top to Bottom Deep Clean, we will maintain your home and keep it sparkling clean! We schedule regular maintenance cleanings on frequencies of weekly, every 2 weeks (bi-weekly), or every 4 weeks (monthly). We can also schedule periodic maintenance cleanings.

## **Client Agreement**

**Communication:** You can reach us via phone, text or email. We will do our best to respond within 24 hours on weekdays.

**Your Cleaner:** We do not guarantee the same Cleaning Technician each visit, however we make every effort to offer as much consistency as possible. We maintain detailed cleaning notes on each of our clients, so you will likely not notice a difference; we will do our best to attend to your particulars. Our employees have been rigorously trained. For your peace of mind, each employee agrees to be background checked and drug tested. Our company is fully licensed and insured. You can rest assured that the person in your home has integrity, is trustworthy, and is held accountable to our stringent policies and standards.

**Our Guarantee:** We have built our business on reputation by providing our clients with the best possible service available anywhere. Still, we realize that because we are human, things, from time to time, will get missed. Should this happen, phone our office or email us within 24 hours and we will make a note to rectify this as soon as possible at no charge to you. If the items needing additional work equate to more .5 hours, we will need to charge for time.

**Closed Doors:** Please close the door(s) to any room(s) you do not wish to have cleaned and we will focus our energies elsewhere. Our Cleaning Technicians are trained not to clean any room with the door closed; so conversely, please make sure all rooms you want cleaned have doors opened unless previously agreed upon.

**Picking Up:** You do not need to clean for the cleaner! However, the better your space is picked up, the better job we can do for you. If there are papers, dishes, laundry, projects, etc. - no problem, we will skip these areas until the next visit. Getting things up off the floor by putting them on beds or the couch helps too. If you just can't get things organized before we come, no problem, just know we will clean what we can get to.

**Late Cancellation/Lock Out/Turn Away:** We allocate a block of time for the cleaning of your home. If you request a schedule change, we require 48 hours advance notice to avoid a cancellation fee. If we do not receive a personal phone call, text or email within 48 hours of your cleaning time, or we are locked out, you will be charged the price of your scheduled cleaning. The best way to ensure this does not happen is to have a key kept somewhere discreet near your property. Your time slot is yours; it is reserved for just you. If you cancel at the last minute it cannot be filled.

**Pets:** We love pets! However due to potential health risks, we do not clean litter boxes, urine or feces. If you have a pet that is the least bit aggressive, it will need to be absent from the areas we are cleaning.

**Extra Needs:** We are happy to meet your extra needs, just call the office to ensure we can appropriate the necessary time.

**Supplies/ Vacuum:** We provide our own cleaning products including cleaning agents, microfiber and terry cloth towels on the first visit. For maintenance cleanings we ask that you provide microfiber and terry cloth towels as well as a good working vacuum (we suggest Shark) to avoid the transfer of dirt and dander. If you'd like us to provide a vacuum there will be a \$10 fee added to your invoice for each visit.

**Accidents:** If you have something that is priceless and/or irreplaceable please put it away. It is very rare, but occasionally something gets broken. Your Cleaning Technician will let our office know right away, leave you a note and the item. Please inform us at your initial cleaning of items in your home/office that we should avoid and/or are in ill repair, i.e. a picture not professionally hung, loose knobs/handles, etc. We do not handle firearms, the inside of china cabinets, or collectibles. Tempered glass has a tendency to spontaneously combust due to the manufacturing process; we will always clean it but know there is a risk of it breaking and we are not liable.

**Estimates:** Estimates are only valid for 2 weeks after receiving, after that, we may need to re-evaluate cleaning time. I understand initial/deep cleans can fluctuate and price is dependent on man hours. The estimate is just that; an estimate and are subject to change depending on how long the team needs. Our teams are efficient with their time, however, some things take longer to clean.

**Deposits:** We require a non-refundable deposit that will be applied to your final invoice for cleans estimated longer than 15 total hours. The deposit will be 50% of your estimated cost and will be due at booking. Cancellations within 48 hours of scheduled appointment will result in you losing your deposit.

**Payment:** We accept payment through Zelle, Venmo, Cash, Check, and through our app. We charge 3% for card transactions. All Tips go directly to the cleaning team, regardless of how you make payment. If we haven't received payment within 48 hours of the invoice, we will automatically charge the card on file.

\*We require all new clients to have a card on file when booking with us.

---

---

---