

*Limitless Sparkle Cleaning Services is an Ontario owned and operated small business and it serves the Greater Toronto Area and with special arrangement other locations outside of the area as well. We are licensed, bonded, and insured and our employees are professionally trained and vetted.*

By engaging the services of Limitless Sparkle Cleaning Services, you agree to be the party responsible for full payment, communication and complying with all policies, upholding this agreement and satisfaction guarantee procedures. Third party involvement will only be by written authorization/consent to the Limitless Sparkle and Cleaning services.

### **Communicate with us!**

- If you have any questions or concerns about your cleaning service, please email our office at [Limitlessproduction23@gmail.com](mailto:Limitlessproduction23@gmail.com). We have a dedicated office staff to assist you and who will make every reasonable effort to provide you with a resolution.
- One way you can help us provide you with top quality service is your ongoing feedback. Please fill out your survey after every visit to help us continually improve the quality you receive. Our cleaning attendants receive additional incentive based on their quality scores and return rate.

### **Getting your home ready:**

- Have your home packed up and ready to be cleaned. Hourly charges may be incurred if cleaning attendants require more time if your home is not ready to be cleaned or if a job is underestimated due to the condition of the home.
- Notify all guests about our arrival and that we may need access to their space.
- Notify the office when you have guests or any unknown person in your home so that we won't be surprised if a stranger walks out of a room.

### **Preparing Children and Pets:**

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

- We love our animals, however, we ask that you kindly have them secured, in an area that we are not cleaning upon arrival. Limitless Cleaning Services and its staff reserves the right to leave the premises if a pet exhibits aggressive behavior or if the cleaning attendant becomes uncomfortable or fearful of the environment. Please note that you will be charged the full price of your cleaning if this happens as Limitless Sparkle Cleaning Services will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed.

### **Accessing Your Home:**

- By providing a unique door code or lockbox code. A fee will be charged if we are unable to access your home. (see lockout policy below)
- Turn off alarm systems. If you choose to leave the alarm armed, we are always diligent and careful to disarm and rearm the alarm according to your instructions. However, we will not be held responsible for false alarms or misuse of the alarm system, including charges from a local police department or security company or other charges related to an activated alarm. Please note that there are no exceptions.
  - Additionally, you agree to hold harmless and/or release from liability, Limitless Sparkle Cleaning Services from any and all liability relating to any failure of the alarm or not arming the alarm properly.
  - Allow for full access to the home. Our attendants perform their work in a specific order to ensure efficiency and thoroughness. If you need to direct our attendants to clean certain areas first or to clean in a different order, this adds additional time to your cleaning. We are happy to offer this service if needed, but you must call ahead of your cleaning so we can schedule the additional time. Any additional time accrued by our team will be charged at our current hourly rate.

## Lock Out Policy

- Our cleaning hours are from 8:30am to 6:30pm Eastern Standard Time. If for any circumstance our staff is SENT AWAY or LOCKED OUT from your home between these hours, there will be a cancellation fee of 100% of your typical cleaning rate. We will make every effort to work within the time frame you requested but ask not to be locked out or sent away during the agreed upon appointment.
- We can not guarantee an exact arrival time for your visit but will always give you an hour window for arrival. No arrival time is implied or guaranteed. We will do our best to accommodate all requests to the best of our ability and availability. We always guarantee your day of service and will not change your service date without prior approval.

## Estimate/Quotes:

- Estimates are given based on the information given by the client. Should the conditions be dirtier or more cluttered than indicated we will not guarantee we can complete the job in the time quoted. You will be given a choice to increase your budget after a reassessment if need be.
- If you request changes to your service after receiving your original estimate, additional charges may apply or a new estimate may be required.

## Don't Skip...Modify your work order:

We value our staff and the work that they do and they depend on you to be able to pay their bills so we ask that you kindly reach out to us in good time if things change. When you skip your cleaning, they get paid regardless.

- Going On Vacation?: Instead of skipping consider having us do some deep clean work (hand wiping baseboards, doors/frames, kitchen and bathroom cabinets, or cleaning the inside of your fridge/oven, cleaning under all the sinks)

- A Little Sick?: It's more important now than ever that we come in and clean your home. Just hang out in your room (or any room) and we will swap out that time with our Disinfecting/Sanitizing Service.
- If you do need to skip, we require at least 48 hour notice for recurring cleanings.
  - If you skip a cleaning with less than 48 hours notice, you will be charged the full anticipated cost of your scheduled cleaning, without exceptions. Timely notice enables us to schedule another home in your place and ensure our employee's full work schedules. Please note – you can reschedule your cleaning another day during the week without incurring additional fees.
  - Exceptions may be made for emergencies and/or illnesses. Frequent cancellations, even for emergency or illness, may still be charged the cancellation fee. Limitless Cleaning Service reserves the right to make these determinations on a case by case basis.
  - Cancellation of Service whether temporarily, permanently or reducing the frequency of your cleaning cadence, requires a 48 hour notice. Less than this is considered a late cancellation and will be charged at the full fee.
- We require at least 72 hour notice for reschedules or cancellations of One-time, Initial and Move-in/Move-out cleanings.
  - Non-Refundable Deposit: There is a non-refundable deposit to retain your booking for all One-Time, Initial and Move-In/Move-Out Cleanings. This deposit will be credited toward the final cost of your cleaning. This deposit will not be refunded unless the cancellation is within the stipulated time in our cancellation policy.
- If cancellation or rescheduling causes more than 3 weeks to elapse between cleanings, A catch-up cleaning will be required and charged at our current hourly rate.

- For all company initiated schedule changes due to holidays or extreme weather conditions, we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

## **Paying for Services:**

- E-TRANSFERS, VISA/MASTERCARD ALL MAJOR CREDIT CARDS, DEBIT CARDS and BANK TRANSFERS are all acceptable forms of payment. CHEQUES can be accepted from Commercial clients and with some other personal clients based on history and deepened relationship.
  - A \$50 service charge will be added to all [NSF Cheques](#). If a cheque is not received on the day of the cleaning your credit card will be charged. Please note that there are no Exceptions
  - Declined cards and unpaid balances will incur a service charge of \$25 or 15% interest whichever is greater.
- We offer many ways to pay for our service.
  - E-transfers can be sent directly to [Limitlessproduction23@gmail.com](mailto:Limitlessproduction23@gmail.com).
  - Verbal agreement to begin service indicates acceptance of Service Agreement and permission to charge credit card. Hourly cleanings will be charged for the full amount of time spent at home. Quoted rates are estimates.

## **Tipping/Gift Policy:**

- A tip is not by compulsion however we understand that it is a way to also show value to our attendants. It is completely optional and at your discretion. Our attendants will however provide you with a form to sign off on stating the tip or gift they have been given.
- You will also have an option to add a tip when filling out our Quality Survey that will be emailed and/or texted to you.
- You can also add a permanent tip as a line item to your invoice. You just need to let our office staff know.

## **Protecting Your Valuables:**

- If asked to dust/clean inside of china cabinets or hutches, start laundry, wash dishes, clean small computer equipment, antiques or collections, or to use your equipment (e.g. vacuum), you agree to hold harmless and/or release from liability Limitless Sparkle Cleaning Service any of its employees responsible for any damage or breakage to any article or component which may occur.
- We will make every effort to treat all your property and items with absolute care. We have Limited Liability protection for replacement or repair. Identical replacement will be attempted but not guaranteed. It is for this reason that we avoid cleaning requests for irreplaceable or sentimental valuable items.
- Damage must be reported to our office staff by phone or email within 2 business days of service or Limitless Sparkle Cleaning service may not be held liable.
- Limitless Sparkle Cleaning Service cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

### **Scheduling Other Service Providers:**

- Due to safety and security concerns, please do not schedule other home service providers when we are scheduled to clean if you are not present to supervise them. Limitless Sparkle cleaning services will not let anyone into your home.
- We will not be responsible for any recleaning if another service provider is present while we clean your home. Client activities or the activities of other home service providers which result in a request to re-clean an area the attendant has already cleaned will result in an additional fee.

### **Protecting Our Cleaning Technicians:**

- Unless advised by client for proper arrangement to be made under such circumstances, our residential cleaning attendants are not to move very heavy objects or furniture.
- Due to regulations, our staff will not handle any type of animal or human waste, this includes 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. You can let us know of such circumstances and we are also able to help arrange such specialists where required.
- We will not remove excess mold and mildew outside of the shower unless your session has been booked for special mold removal/treatment.
- We ask that you refrain from smoking cigarettes, marijuana or any other substance inside of the home when attendants are present.

## Rate Adjustments

- To meet your needs and to ensure your satisfaction, Limitless Sparkle Cleaning Services reserves the right to reevaluate rates at any time.

## Photos of Your Home

We take before and after photos of our work. These pictures are used for training, proof of performance as well as promotion. See our website before and after for examples. If you do not want pictures taken of work areas in your home please notify us when you schedule your cleaning.

## 100% Satisfaction Guarantee:

- If you think any area that is in the scope of work is not clean or cleaned well, we will make the effort to re-clean that area to your satisfaction by the end of the appointment
- Please indicate or call before our cleaning attendant departs your home and we will do our best to re-clean the problem area to your satisfaction.
- We are unable to guarantee the cleanliness of the home when using your products, supplies or equipment. You will also be required to fill out a Product and Equipment Waiver in this regard.
- We are not able to offer cash refunds or discounts for poor quality on the original bill in place of a reclean.

- Our teams are quality inspected which may occur during your home's cleaning or after the cleaning attendants have left your home. Quality control ensures the highest quality standards.

- **Harassment**

We value our staff as much as we do our clients as both are crucial to our business. We ask that clients treat our staff with uttermost respect and to understand that they are also people who have loved ones and families. We will not condone any form of aggression or abusive behavior towards our staff. If a staff becomes uncomfortable due to the conduct of any person/s at the site during their scheduled work time, they can leave the premises for their own safety. The full amount agreed upon for that time of service will be charged.

## **Non-Solicitation of Limitless Sparkle Cleaning Services Employees**

When entering into an agreement for services with Limitless Sparkle Cleaning Services, you agree not to solicit for hire any staff member introduced to you by Limitless Sparkle Cleaning services for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our staff. When hired, each cleaning attendant signs an agreement barring them from performing any home-related service for any of our past or present customers. However, if you do wish to employ a staff member directly please discuss this matter with our office. If you are found to have solicited one of our staff please be advised that our referral/training fee is \$6,500 per hired employee will apply. We consider our employees our most valuable asset and charge accordingly.