



ALL Over Clean

Date:	File Number:
Phone Number:	Pet Names:

Name: _____

Phone: _____

Email: _____

Complete Address: _____

Type of home:

- | | |
|--|-----------------------|
| <input type="checkbox"/> Single Family | # of Bedrooms: _____ |
| <input type="checkbox"/> Townhouse | # of Bathrooms: _____ |
| <input type="checkbox"/> Apartment | Square footage: _____ |
| <input type="checkbox"/> Other: _____ | |

Rooms to be cleaned:

- | | | |
|--------------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Kitchen | <input type="checkbox"/> Bedrooms | <input type="checkbox"/> Attic |
| <input type="checkbox"/> Family Room | <input type="checkbox"/> Bathrooms | <input type="checkbox"/> Rec. Room |
| <input type="checkbox"/> Living Room | <input type="checkbox"/> Basement | <input type="checkbox"/> Hallway |
| <input type="checkbox"/> Dining Room | <input type="checkbox"/> Utility Room | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Stairways | <input type="checkbox"/> Office/Den | |

Type of cleaning:

- | | | |
|-----------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Standard | <input type="checkbox"/> Party/Special Occasions | <input type="checkbox"/> Move In/Out |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Window Cleaning | <input type="checkbox"/> Other: _____ |

How Often:

- | | | |
|-------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> One time | <input type="checkbox"/> Weekly | <input type="checkbox"/> Bi-Monthly |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Twice a month | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Seasonally | <input type="checkbox"/> Annually | |

Preferred Days: Mon Tues Wed Thurs Fri Sat Sun

Preferred Time: 8-11 11-4 4-7

Will you provide cleaning products: Yes No

Additional Services provided at additional fees:

- | | |
|--|---|
| <input type="checkbox"/> Oven cleaning | <input type="checkbox"/> Mini Blinds |
| <input type="checkbox"/> Refrigerator | <input type="checkbox"/> Light Fixtures |
| <input type="checkbox"/> Wall washing | <input type="checkbox"/> Floor Waxing |

Rate: \$_____ per weekly cleaning \$_____ per bi-monthly cleaning

\$_____ per monthly cleaning \$_____ per other cleaning frequency

Key Release: Left on final visit Kept for future use Mailed

****This agreement will remain valid for future service, with the exception of any agreed-on changes in services, fees, visits and times.***

All accommodations will be made upon request and availability. However, all scheduled appointments must be canceled or rescheduled within 24 hours of service or you may be charged for a missed visit at 50% of the cleaning rate for that day.

Customer Name:

AOC Representative:

Policies and Procedures

The client hereto agrees as follows:

1. **Liability Policies:**

- ❖ All Over Clean LLC, and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against All Over Clean LLC, or its Employees\Contractors, unless arising from gross negligence on the part of All Over Clean LLC.
- ❖ Every effort is made to be as careful as possible with your items, however, accidents do happen. Notification must be made within 24 hours of breakage/loss of any personal items. Items which are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. Please remove these items the day of your cleaning.
- ❖ All Over Clean LLC, does not use ladders taller than 4 feet or move items more than 35 pounds to protect us and our employees\contractors from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.
- ❖ All Over Clean LLC, does not use bleach. If client requests the use of bleach, All Over Clean LLC, is not responsible for any damage it may cause.
- ❖ All Over Clean LLC, is not responsible for damage incurred by the improper installation of any object. All surfaces are assumed sealed. If you know of any surface not sealed, you must notify us so that we may clean properly.

2. **Business Policies**

- ❖ All Over Clean LLC, staff does not clean animal cages or litter boxes, animal droppings, human feces, urine, vomit, soiled clothing or other similar biohazards.
- ❖ All Over Clean LLC, prefers that alarms are kept off for the day of cleaning. If it must be on and the alarm is triggered, All Over Clean LLC, is not responsible for any fees associated with alarm.
- ❖ All Over Clean LLC, agrees to keep keys and other client information secure and confidential. Locksmith fees are paid only if All Over Clean LLC, misplaces the keys.
- ❖ Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time and supplies needed.
- ❖ A checklist will be left with client to show exactly what we did in each room to avoid confusion.
- ❖ If you would like to hire a present or past All Over Clean LLC, staff member for any house cleaning service outside of your agreement with All Over Clean LLC, our referral fee is \$2,500. All employees or IC's of All Over Clean LLC, are under a non-compete contract for a period of 2 years.

3. **Cancellation Policy:**

- ❖ Cancellations must be received 1 day prior to scheduled service or full cleaning fees will be applied. This includes instances where we cannot access your home or an employee feels their personal safety is at risk due to an aggressive pet or actions by any individuals on the premise.
- ❖ All Over Clean LLC, reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

4. **Business Hours/Holidays/Weather:**

- ❖ Business and visiting hours fall between the hours of 8 a.m. and 7 p.m. and services are usually completed during this time.
- ❖ All Over Clean LLC, does not accept time specific calls as we cannot guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to inclement weather, acts of terrorism, and natural disasters.
- ❖ All Over Clean LLC, does not do holiday visits. Unless Special arrangements have been made with our office. If your scheduled day falls on a holiday, All Over Clean LLC, will call to reschedule.

5. **Bad Check Policy:** A \$50 fee is assessed on all returned checks. All NSF fees are due promptly and must be paid via cash or money order only.

6. **Payment Arrangement:** Payment is expected at time of service. A \$20 non-payment fee will apply if payment is not received within 30 Days of the cleaning date. There will be a 10% finance fee added on for payments later than 35 days and accrued monthly. We have the right to discontinue services until payment is made.

7. **Guarantee Policy:** All Over Clean LLC, wants you to be completely satisfied every time. If, within 24 hours, you are not satisfied, All Over Clean LLC, will come back to your home and re-clean said items at no additional charge.

By signing below the client fully understands and agrees to the contents of this 2 page agreement:

Client's signature

Date