

TERMS & CONDITIONS

Beaver Maids wishes to express our appreciation for this opportunity to work with you and look forward to serving you. Our company takes pride in our commitment to cultivating long term relationships with our customers. The guidelines below will ensure a top quality and mutually respectful working relationship.

1. CLEANING SUPPLIES & MATERIALS

- We provide all the products and cleaning equipment required to clean your home including our Professional Grade, 4 Stage HEPA Vacuum.
- We use “as little chemical as possible” to clean your home and our main products are plain dish soap, High Quality Color Coded Microfiber Cloths and good old-fashioned scrub brushes.
- If you have an aversion to scent, please let us know.
- For liability reasons, our Teams are not permitted to use customer supplied products and/or equipment without pre-approval from the office. We do not provide trash liners.

2. YOUR CLEANING DAY RESPONSIBILITIES

- Remove clutter, toys, items of value, and any hazards that could cause injury to your cleaner.
- Please minimize distractions. Oversights are more likely to occur when your cleaner is unable to focus on the task at hand and is unable to keep to the scheduled time commitment.
- Ensuring that the service location is in comparable condition to what it was when we agreed on your cleaning fee.
- Ensuring that the cleaners have access to the service location on the service day.
- If the team cannot access areas of your home because of clutter (toys on the floors, clothes on the dresser, mail on the table, etc) they will be unable to clean those areas adequately.

3. NON-EXCLUSIVE APPOINTMENTS

- If you consider scheduling other service personnel in your home during your cleaning appointment, please reschedule us as it will impact our time and working area in your home. If you do need to reschedule, please keep in mind our cancellations policy and do so within the grace period.
- We are not responsible for securing your home when other service personnel have access to the service location at the same time as our appointment. We shall have no responsibility or liability for damage or theft during non-exclusive appointments.

4. ACCESS TO YOUR SERVICE LOCATION

- If you issue us a key, it is kept secure and distributed to your cleaner for service appointments only.
- A hide-a-key, door code, garage code or loaner key are available options if you are not comfortable issuing us a key.
- If the cleaners are unable to gain access to the service address on the day of your scheduled cleaning appointment, the lockout policy will apply and a full cleaning fee will be charged so please be certain the method of entry is a no fail one.

5. CLIENT PREFERENCES AND DATABASE

- To serve you better, we keep a database of your preferences, special requests, and unique service location to provide clear communication to our cleaners.
- Notes include information on pets, access, cleaning priorities, what to avoid, and cleaning products required.
- Temporary and permanent changes to your living conditions have a direct effect on the amount of time it takes your cleaner to provide your cleaning services. It is your responsibility to notify us of changes by emailing us at hello@beavermaids.com. Changes that may result in additional fees includes but are not limited to long-term guests, upcoming construction projects, or a new pet.



TERMS & CONDITIONS

- Although it may seem convenient to discuss changes or other issues directly with your cleaner, please do not do so, as your communication will not be effective. Your cleaner has no authority to bind changes, modify your engagement agreement, accept cancellations, or evaluate time/cost adjustments. Our office, however, is well equipped to address those concerns.

6. PESTS

- We do not clean homes with a history of bedbug activity. You agree that there has been no bedbug activity in your home in the last 12 months. We do not clean homes with rodent feces present, or rodent activity. We do not clean homes with insect infestations.
- If we send a team to your home and the team discovers evidence of pest activity, we will immediately extract the Team and charge you full amount of your service as well as any cost required to decontaminate our team equipment and vehicle up to \$500. When in doubt, don't book service.

7. PETS

- We will gladly work around your pets. If your pet becomes anxious or presents a safety concern, Beaver Maids reserves the right to remove its cleaners from your home. If the removal of our cleaning technician is due to aggressive pets, our same day cancellation policy will apply.
- Cleaning pet messes of any kind including litter boxes, vomit, urine, and feces are your responsibility.

8. DEPOSITS

- All One Time cleans, Initial cleans, Move in/out, Deep cleans, Post Construction require a \$100 non-refundable deposit to secure service on the schedule.
- This deposit will be charged to the credit card entered online or given over the phone upon booking and will be applied towards the first service invoice.
- Deposits can be transferred to a different service day if the reschedule is within 4 weeks and arranged with two full business days' advance notice. Otherwise, the deposit becomes a cancellation fee; no exceptions.

9. PAYMENTS

- Payment is due at the time services are rendered. We accept Visa and Mastercard as payment methods.
- All billing inquiries should be made to the office and not with the team onsite.
- Beaver Maids will charge an NSF fee of \$50 for all dishonoured payments.
- Pre-authorized credit cards will only be assessed the NSF fee after the third attempt. Attempts will be made daily. This also applies to expired credit cards.

10. COLLECTIONS FEE

- If your account goes into our collections department it will be charged a \$30 collections fee every thirty (30) days in collections.
- Discount codes are not valid in collections debt and the customer will be expected to pay the full retail amount including any fees that have been added.
- Any late payments that go past 5 days from the date of the invoice will be placed into collections.



TERMS & CONDITIONS

11. TIPPING

- Tipping is neither required, nor expected, but always appreciated. Should you choose to leave a cash tip, we ask that you please leave a note clearly marked "tip", so our staff is aware they are permitted to take this money. We are unable to process tips amounts on your credit card payment/invoice.

12. RATE CHANGES

- We reserve the right to evaluate rates at any time. In this event, we would contact you to discuss price & service.

13. PRICE & TIME ADJUSTEMENTS

- Our pricing model is based on the number of bedrooms, bathrooms and extras, if chosen, assuming the property is in an average condition.
- If more time than the estimated is needed, we will call/text for approval.
- Because we quote homes sight unseen, your One Time/initial/Move Out/in /Deep service could take more or less time than the amount estimated.
 - Price adjustment rates for One Time/ Initial/ Move in-out/ Deep Cleans are billed at \$65 per labour hour. Rates for recurring cleans are billed at \$52 per labour hour. A Labor Hour is defined as one (1) hour of labor performed by one (1) person. Therefore, a team of 2(two) working for one (1) hour is 2 Labor Hours.
- Should the team require more than the budgeted time, we will be calling/texting you for approval during the service at the number you provided at time of booking, so please keep your phone on.
- If the team requires additional time and we cannot reach you at the number provided, we will assume all additional time is approved.
- We include the load and unload time in the billable time. If additional time is required and requested, but not approved, the team will exit at the original budgeted time and we will advise of the items not completed.

14. GENERAL EXCLUSIONS

- Our Teams are not permitted to move refrigerators, ranges, or any other heavy items, therefore will not clean behind them unless a homeowner can move these items for the team during the service. The following items are not included in any scope of service: wall washing, taking apart and washing light fixtures, chandeliers, removing and washing window screens, laundry, inside laundry appliances, hoarding situations, heavy organizing, sorting, or decluttering.

15. RECURRING SERVICE RATE

- Your Recurring Service (after the Initial Clean) is rated at a reduced rate based on frequency, ease of scheduling, and the details and rooms quoted.
- Anything additional, including the cleaning of rooms not originally quoted need to be arranged prior to the service with the office, as additional fees will apply.
- Your Team is not authorized to deviate from the work order without prior approval from management.
- If a flat rate service is regularly rescheduled, we reserve the right to deny discounted flat rates as the discounts are established based on the consistency and frequency of service.
- Weekly, bi-weekly, and monthly (every 4 weeks) flat rate customers who experience a customer initiated skipped service on their rotation, will be billed based on the time skipped between the last and next clean, on the following service. Cleanings skipped over 4 weeks will be billed as the first initial clean.
- This additional time will be billed at the reduced recurring rate per labor hour. If no additional time is required, no additional time will be billed.



TERMS & CONDITIONS

16. TEAM ASSIGNMENTS

- Best effort will be made to schedule the same team on a recurring service, however due to circumstances beyond our control, we cannot promise the same team members on each visit.

17. HEALTH & SAFETY

- For health and safety reasons, our Teams will not move heavy items unless they can be lifted/moved with one hand while vacuuming.
- Our Teams are only permitted to clean what they can reach with a two-step step ladder, and a pole duster.
- Climbing on counters, or customer supplied ladders or stools Is not permitted.
- We require clean non-marking shoes to be worn by staff at all times when working in your home.
- Our Teams are not permitted to clean bodily fluids of any kind. (Urine, feces, vomit, soiled clothing or other similar hazards.) We do not touch litter boxes.
- We are legally obligated to provide a smoke free work place environment, so please refrain from smoking in the home during your cleaning service.
- We reserve the right to remove our Teams from your home should the environment become unsafe, our cancellation policy will apply.

18. ARRIVAL TIMES & PARKING

- Due to the unpredictable nature of cleaning, we cannot guarantee our exact time of arrival, unless you are scheduled in the First Spot of the day.
- We require the flexibility to arrive and depart between the hours of 8:30am and 4:00pm.
- For your convenience we can provide you with an estimated window in which to expect our arrival, however, we reserve the right to arrive earlier or later than the estimated window due to circumstances beyond our control, such as inclement weather, traffic conditions, unforeseen cancellations etc.
- Should we arrive for a scheduled service to find we are unable to access your home, turned away at the door, or are waiting more than **15 minutes at the door**; our Lockout Policy will apply.
- We will do our best to send an email/text reminders, when your Team is on route to your home.
- Parking fees will be passed along to the customer, where a free parking spot cannot be provided, or we will park in your driveway, or in a visitor parking spot.

19. WEATHER

- Beaver Maids will be unable to service homes that are outside of city limits on any day where has been deemed that the highway travel is unsafe due to inclement weather.
- In the event of severe weather conditions such as tornadoes, flooding, and heavy snow, a SEVERE WEATHER DAY will be called.
- In this event, you will be notified by 8:30am via email that we have closed for the day. Re-scheduling will be subject to availability.
- If your cleaner is already on site and a power failure occurs, emergency plumbing issue arises, or an act of nature occurs, we will not be held liable to return to complete the work or reduce our cleaning fee.



TERMS & CONDITIONS

20. CANCELLATIONS/ RESCHEDULES

- We require a minimum of 2 full business days by 5pm advance notice to cancel or reschedule service.
- If we do not receive the required notice, a Late Cancellation Fee of \$100 will apply. Re-scheduling will be subject to availability.
- Same day cancellations will be considered Lockouts.

21. LOCKOUT POLICY

- Same day cancellations, changes to your booking, and lockouts will be billed at 100% of your scheduled service rate.
- Changes to your booking must be done 2 business days prior cleaning day.
- If your cleaner is unable to gain access to the service location on your cleaning day, no matter the reason for inaccessibility (except in instances of inclement weather, as stated above), a full cleaning fee will be charged.

22. RIGHT OF REFUSAL

- Beaver Maids reserves the right to turn down any job for any reason.
- Cleaning Technicians have the choice to leave upon arrival if the home is in extreme condition or feel unsafe, threatened. If you book a cleaning online that is not reasonable, such as a cleaning up after a large party, the cleaners may refuse service on the spot and you will be charged the standard lockout fee.

23. QUALITY CONTROL

- We want you to be consistently wildly happy with our work, for that reason we want to keep tabs on how you feel we are doing.
- We monitor comments through this tool, as well as calculate quality scores for our teams. We are human, so it is possible that at times we may make mistakes and miss things.
- You must notify us within 24 hours if, for any reason you are displeased with the quality of the service you received, and we will return and fix it for you.
- We do not offer refunds or discounts for services rendered.

24. BREAKAGE/ DAMAGE

- To prevent disputes, we will be taking before and after pictures of any damages that already exist and areas that we have cleaned.
- Our teams follow a strict and timely procedure to communicate all breakage/damage with the office immediately so that we can pass all necessary information on to the client as soon as possible.
- In the event that we break or cause damage to your property during cleaning that has not been reported, a report must be submitted within 24 hours of the service.
- To submit a report send an email to hello@beavermaids.com with the following information:
What exactly was damaged, what is the fair market value of the damaged item, photos showing the damage on the said item.
- Unfortunately, if a report is not filed within 24 hours of the date of service we will be unable to file a claim and thus cannot pay, or fix, or refund for damages caused.



TERMS & CONDITIONS

25. REFERRAL REWARDS PROGRAM

- Beaver Maids offers a wonderful Referral Rewards program. Refer a friend that signs up for recurring service (weekly, bi-weekly, or monthly) and YOU get a \$50 Credit on your account.
- Referrers must be Current Recurring Customers
- Referrals must be New Customers
- Credit applied after the first recurring service
- Referrals must be submitted prior to booking
- Earn unlimited Credits
- Cannot be combined with any other promotional offer

26. APPOINTMENT REMINDERS

- Our service text notifications or email reminders are a courtesy to help keep you on track. It is the customer's responsibility to know their recurring service date on schedule.

27. DISCLAIMER

- It is your responsibility to advise us on your preferences, special requests, and unique service location conditions when booking.
- We will not be liable for faulty or poorly installed furniture/fixtures, picture hangings, appliance parts, aged or brittle wood blinds, etc. that break or fall while cleaning.
- All cleaning products supplied by you that may cause damage to any surface will not be the responsibility of Beaver Maids.

28. EXCLUSIONS

We do not provide cleaning services:

- At heights requiring a ladder taller than two-step step ladder
- In garages, attics, or unfinished basements
- Inside fireplaces or wood burning stoves
- On permanent or stubborn stains (for example: those in wood, granite, red wine, blood, soot)
- On uncommon spills (chemical cleaners, hazardous materials, wax, ashes, sawdust, glue and glitter)
- Blood, feces, vomit or urine from animals nor humans
- Crystal Chandeliers, China Cabinets
- Wall washing, scrubbing of painted walls or excessive mold
- Cleaning exterior of home or any other part of home exterior
- Wiping light bulbs
- High levels of trash or clutter, haul trash off-site
- Organizing

29. NON-SOLICITATION AGREEMENT

- During the course of the agreement the client shall not solicit employment from any Beaver Maids employee. In the case of termination of this agreement, the client shall not solicit employment of any Beaver Maids employee for the duration of a 12 month period.
- Violation of the Non-Solicitation Agreement will result in a \$2,500 Recruitment and Training fee charged to the client, to be paid in full upon request.



TERMS & CONDITIONS

- Employees of Beaver Maids are required to sign a Non-Solicitation Agreement, prohibiting them from soliciting, or accepting business from current or former clients while employed at Beaver Maids, and for a period of 12 month period after termination.
- If an employee approaches any client with the intent to perform the same tasks privately, or through another company, the client is urged to report such activity immediately.

30. TERMINATION OF RECURRING SERVICES

- Service may be terminated at any time by either party for any reason. At least 2 full business days' advance notice is required to cancel services, or the late cancellation fee will apply.

31. WHEN CHARGES MAY OCCUR WITHOUT A CLEANING

Listed below are situations that affect our ability to work in a safe environment and/or complete the job adequately. If we cannot work in a safe environment and/or complete the job adequately we will charge you full price for the cleaning (even if the cleaning was not completed or even started).

This list is not meant to be fully inclusive. In fact, there are many things outside of our control that could result in you getting charged without completing the job. Rather, it outlines the most common circumstances when we may charge full price without actually cleaning your home:

- If one or more utilities are not working
- If the air condition is not working in the Summer (or other periods of heat)
- If the heat is not working in the Winter (or other periods of cold)
- If we do not have safe walking access to your home (i.e. snow/ice on your steps)
- If we do not have safe driving access to your home (i.e. snow/ice on your street)
- If there is human waste present
- If there are environmental hazards present
- If you do not provide the required notice for a cancellation or reschedule
- If our cleaners feel unsafe due to animals inside the home (i.e. snakes, dogs, etc)
- If our cleaners feel unsafe due to dangerous items inside the home (i.e. guns, drugs, etc)

32. CONTACT INFORMATION AND BUSINESS HOURS

- Our offices are open 8am-5pm, Monday–Friday.
- We are closed on Saturdays, Sundays, and all major holidays.
- If you contact us regarding your service after hours or on the weekend, no matter the method of communication, we will be available to you the next business day.
- Contact us at hello@beavermaids.com to communicate changes or call our office.
- We always respond to inquiries promptly during business hours.

