

CLEANING CHECK LIST

Kitchen:

- Cobwebs removed
- Cabinet doors spot cleaned
- Stove cleaned
- Microwave inside and out
- All appliances cleaned and polished (coffee maker and toaster emptied)
- Fixtures polished
- Dishwasher emptied
- Dirty dishes put in dishwasher
- Countertops and all items wiped down
- Table, chairs and baby sit cleaned
- Remove trash, reline trash can
- Blinds, windowsills, light fixtures and baseboards dusted
- Floors vacuumed and cleaned

Bathrooms:

- Shower, tile and tub scrubbed clean
- Fixtures polished
- Mirrors cleaned
- Sinks and counters cleaned
- All items on the surface dusted

- Light fixtures and vents dusted
- Sanitize and clean toilet inside and out
- Dust toilet paper holders, towel racks
- Remove trash, reline trash can
- Spot clean cabinet doors

Bedrooms and other rooms:

- Wipe down/dust furniture (take all the books and shoes of the shelves when dusting)
- Dust artwork on the walls
- Dust light fixtures and vents
- Dust blinds, windowsills, baseboards
- Spot clean glass doors
- Dust/spot-clean doors
- Light straightening up
- Cups and dishes bring to the kitchen
- Remove trash, reline trash can
- Rugs and under (as possible) vacuumed
- Vacuum and wash floors (move furniture if safe)

MAIDS TO HELP SERVICE AGREEMENT AND POLICIES

24-HOUR SATISFACTION GUARANTEE: Your satisfaction is our priority. Please, feel free to call our office if you have any questions or concerns about cleaning service. We guarantee our job for 24 hours. We will return the next business day to correct the clean, if necessary.

TEAM: We try to send the same team to your home for each clean. However, we cannot guarantee it. Illness, vacation, etc. may result in a change of personnel. Our main priority is to clean your house with consistent quality on schedule.

OFFICE HOURS: Our office is open Monday through Friday 8AM to 6PM. Maids To Help will be open for regular business during all national holidays except: New Year Day, Fourth of July, Thanksgiving Day and Christmas Day. Maids to help will be closed for business when severe weather conditions prevent Chicago Public Schools from opening. We will call you to try to reschedule.

RATES: Maids To Help charges a flat fee for regular cleaning services that include all the tasks on the checklist above. Anything outside of our cleaning service checklist are considered add-ons and additional fees apply. All add-ons must be processed through the office, and must be scheduled in advance in order for our employees to have enough time to complete your requests. Maids To Help reserves the right to reevaluate rates in case if the cleaning time differs drastically from the original bid.

PAYMENT: Payment is due at the time services are rendered. We accept cash, checks, money order. We do not accept postdated checks. There is a \$25 fee for all returned checks. The company reserves the right to discontinue services until payment is received.

CANCELLATION: Please provide at least 12 hour notice for all cancelled or rescheduled appointments. A 50% cancellation fee will be charged for all cancellations with less than 12 hour notice. We ask you to make every effort not to cancel your appointment on the day of service as we are on the road early in the morning.

LOCK OUT POLICY: Please, be sure we can enter your home, either by providing us with a key, a code or leaving a door open. If the team can't access your home for a scheduled appointment due to your fault, there will be a lockout fee assessed in the amount of 100% of the cleaning price.

TERMINATION OF SERVICES: Services might be terminated at any time by either party for any reason. Please kindly give us a 24 hour notice for all cancelled appointments.

SAFETY: Insurance and safety issues prohibit our teams from moving heavy objects or from standing on furniture. We do not start laundry machines or dishwasher before leaving the job, unless the owner is going to be at the site after team is gone. This rule applies due to possibility of cause of flood or fire.

LAUNDRY: Cleaning staff will wash bedding upon request. Maids To Help is not responsible for any damage done to items during wash/dry cycle.

TRASH: All trash cans in the house will be emptied and re-lined as required. Maids To Help will NOT dispose of any items not already in a trash can. We never know what might be important to you. This includes soda cans, empty bottles, leftover food, etc.

CLUTTER: Maids To Help expects you to prepare the house for cleaning. We greatly appreciate it when dishes, clothes, toys, leftover food, etc. are put away before we arrive.

NON-SOLICITATION AGREEMENT: Customer agrees to pay a penalty of \$3,500 should he/she engage current or former employees of Maids To Help for house cleaning duties for a period of one year past the date of the last cleaning by Maids To help.

SUPPLIES: Maids To Help will provide all cleaning equipment and supplies; except for trash can liners, which are to be provided by the client.

BREAKAGE/DAMAGE: Maids To Help' staff takes great care when cleaning your home, but sometimes accidents might happen. If you notice any breakage/damage please notify us immediately so that we may take the appropriate action.

REFERRAL REWARDS: Know somebody that just really needs us? Please give them our name. In the event that they become a regular client, you will receive 50% off your next cleaning as a token of your gratitude.

Thank you for your business!

Have a wonderful day!

DATE: _____

SIGNITURE: _____