

## Policies and Procedures

1. At Art's Paradise Cleaning Services LLC, we provide quality professional cleaning services. We are Licensed in the State of Hawaii.
2. Art's Paradise Cleaning Services LLC will attend the property only on scheduled cleaning days. Any other arrangements **MUST** be done by calling the scheduling line. Office number is 808-636-8693.
3. Art's Paradise Cleaning Services LLC will only perform the cleaning duties outlined in your contract. Any additional services or add on services, must be done 72 hours prior to your cleaning by contacting the Office at 808-636-8693.
4. At Art's Paradise Cleaning Services LLC we strive to provide every client with quality cleaning services. Occasionally and without intentions, we may miss something and if this happens, please contact the office within 24 hours of your cleaning so we can fix the issue the next day.
5. Art's Paradise Cleaning Services LLC will provide all cleaning supplies, products, and equipment.
  - a. If the client requests a certain product to be used, the client must notify the company 48 hours prior to your cleaning appointment and the client **MUST** provide the product.
  - b. The cleaning company will not be responsible for any damages caused by the requested product by client.
6. Property Access – Client is responsible for making sure the cleaner has access to the driveway. If the client has a gate code/door code, it's the client's responsibility to provide this information upon the contract signing or 24 hours prior to appointment.
  - a. If cleaner arrives and does not have above access, the client has 1 hour to provide this access. Failure to do so, results in appointment cancellation and fees will be applied, up to 50% of appointment fee.
7. Parking – If parking is not provided, cleaner will **NOT** provide a vacuum or mopping equipment. Client's vacuum and mopping equipment will be needed. If no equipment is available, the floors will not be done. No price adjustment will be provided for this. If the cleaner needs to pay for parking, the client is responsible for that expense and will be added to the invoice.

8. Windows – If this service is provided, we only will provide interior window cleaning. We do not do high windows.

9. For the safety reasons, we are not allowed to move large furniture. Ladders – Due to safety reasons, cleaning technicians are not allowed to use a ladder for any reasons. Step stools are okay.

10. Pets – We love all pets and furry friends. However, please plan for pets and furry friends put away during cleaning. Our staff does not provide cleanup of animal waste or alike.

11. Upon arrival, please make sure your cleaner has access to enter the property. If there is an access code for any entry gates or front doors, please make sure all codes are provided within 48 hours of your cleaning appointment. Failure to do so will result in a cancelled appointment. Fees will be applied.

a. Lockouts – Upon arrival, if cleaner is not able to enter the property, we will attempt to contact you and wait 15 minutes. If no response, your appointment will be cancelled, and your deposit will not be refunded.

12. Art's Paradise Cleaning Services LLC reserves the right to reevaluate rates at any time based on the amount of time it is taking to perform our services to meet our client's standards. Anytime your rates will be change. We will inform you in advance prior to your next cleaning.

13. Personal items and documents should be stored away. We are not responsible for these items left out as we will be picking things up to clean and disinfect.

14. Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container like a coffee can be used to store used syringes and/or needles prior to final trash disposal.

15. Breakage or damage, we take great care when cleaning your home, but occasionally accidents do happen. A report is to be filled out for any damages due to the cleaner. If we are asked to use the client's vacuum, we are not held reliable for repairs for any reason.

16. Art's Paradise Cleaning Services LLC will be closed for business when severe weather conditions prevent safe driving conditions. You will be notified 4 hours before your cleaning. If so, we will call or email to re-schedule. Art's Paradise Cleaning Services LLC will be open for regular business during all national holidays except News Years Day, Thanksgiving Day, and Christmas. Day.

17. Deposits – Starting at 25%, up to 50% deposit will be requested upon signing your contract. All deposits are required to place your schedule cleaning on the cleaning calendar and before we perform any cleaning services. All deposit will be applied to your balance owed upon completion.

18. Payments- An invoice will be sent to you. Please pay invoice within 24 hours of receiving invoice. After the 24-hour period expires, late fees may apply.

a. Refunds are not offered; however, we are happy to correct any mistakes we have made. Requests made after the 24-hour mark will be incorporated at the next scheduled cleaning. Any returned checks will result in a \$75 service charge. NO EXCEPTIONS.

19. Late fees – Fees will apply after the 24-hour expiration of your invoice. \$25 for Residential/AirBNB/STR. \$ 50 for Commercial.

20. Cancellations – Our goal is to provide our clients with high quality care in a timely manner. To do so, we have established the following cancellation policy to ensure all appointments are utilized, and everyone's time is respected. At the time of signing the contract and booking your first cleaning appointment, you will be asked to submit your deposit.

- a. Appointment – To cancel or reschedule, please contact the scheduling line or the office line. 4 hours prior to your cleaning appointment is required for a full refund or credit towards your new appointment. Less than 4 hours prior notice will result in your deposit forfeited for a refund and applied as a cancellation fee. If a deposit was not collected, the client will be charged up to 50% of your full payment for appointment.
  - i. Lockouts – Failure to provide access will result in a cancellation and up to 50% appointment fee will apply.
- b. Service – We hate to see you go but we understand. When cancelling your service, please give a 2 weeks' notice by either calling the office number, or by email. Email is [Artsparadisecleaningservices@gmail.com](mailto:Artsparadisecleaningservices@gmail.com).
- c. Airbnb ONLY:
  - i. Appointment -To cancel or add any dates, you must notify the company within 2 hours of your cleaning appointment of 11am, or otherwise stated in your contract. Failure to do so, will result in a \$50 fee. If the cleaner arrives at the property and the client failed to notify us of the cancellation, the client is responsible for the full payment of cleaning as well as the \$50 fee.

- ii. Service - We hate to see you go but we understand. When cancelling your service, please give a 2 weeks' notice by either calling the office number, or by email [Artsparadisecleaningservices@gmail.com](mailto:Artsparadisecleaningservices@gmail.com).

As a client of Art's Paradise Cleaning Services LLC; I have read this fully and in an agreement of this policy in its entirety.

CLIENT SIGN \_\_\_\_\_

PRINT \_\_\_\_\_

DATE \_\_\_\_\_