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# HUMBLE HOUSEKEEP CLEANING SERVICES

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## Customer Guidelines

Thank you for entrusting *Humble Housekeep* with your home cleaning needs. To ensure the safety of our employees and to establish clear expectations with our clients, we have developed guidelines that we ask you to observe. We believe that following these guidelines will allow us to provide the highest quality cleaning services and continue to make your home sparkle for years to come. We kindly ask that you carefully review and sign these guidelines before our first cleaning and feel free to contact us if you have any questions.

### How to Prepare for a Cleaning:

We are committed to providing you with exceptional cleaning services and leaving your house in immaculate condition. To ensure that we deliver the highest quality of service possible, we kindly request that you prepare for our arrival by putting away any items that could obstruct us from cleaning specific areas, such as loose papers, toys, and other objects. Please make sure that all dishes are put away to enable us to clean your kitchen thoroughly.

### Functional Utilities:

To allow for efficient cleaning, ensure that there is running water and lighting in each room. This ensures our cleaning technicians can perform their tasks effectively and achieve the best possible results.

### Exclusive Access Policy:

At *Humble Housekeep*, we are committed to providing our clients with the best possible cleaning experience. To ensure optimal efficiency and maintain a focused work environment, we kindly request that no other contractors or service providers be present on the premises during our scheduled cleaning appointments. This includes but is not



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limited to moving companies, internet service providers, phone companies, painters, and any other contractors.

## For Move In/Out Cleans

### Complete Emptying of Spaces:

Please ensure that the home is completely empty of items, including furniture and trash. Any remaining items may impede our cleaning process, and additional charges may apply if items are present upon our arrival.

### When the Cleaner Arrives

Communicate your expectations with your cleaner when they arrive. Please do a review with the cleaner(s) prior to letting them go. They are paid by the job and will not leave until you are satisfied.

### Utilization of Technology:

At [Humble Housekeep](#), we leverage technology to enhance our customers' experience. You will receive an automated reminder email two days before your scheduled service and on the day before. Additionally, you will receive a follow-up survey via email after each cleaning.

### Payment Policy:

We do not accept cash or checks. All services will be billed to the card on file. Our cleaning technicians clock in and out using our scheduling app on their phones, and GPS coordinates are registered at the time of check-in to ensure their safety.

### Initial Cleaning Estimate:

We take several factors into account when providing an initial cleaning estimate over the phone. However, it is impossible for us to know if a home will require a more in-depth cleaning until the cleaner arrives on-site and is able to assess the level of cleaning needed in person. This does not happen often, but please keep in mind if the



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cleaner assesses the job and determines a more in-depth cleaning is needed, the cost of the job may be subject to increase. If extra time is needed due to factors such as a higher level of dirt or a significant number of knick-knacks or trinkets, you will have the option to approve the extra cost or stay within your original estimate. Please note that **Humble Housekeep** will never charge your card for any extra time without your consent.

## Working in the Home:

To ensure optimal efficiency and safety, our cleaning technicians need to work without distractions. While we make every effort to ensure their safety, we cannot assume liability for the safety of others, including children and pets. Should the cleaning technicians be unable to work without distractions that affect their normal speed, **Humble Housekeep** reserves the right to charge for the extra time spent in the client's home. If a cleaning technician feels their personal safety is in danger due to actions by the client, the client's guests, or animals, the client will be liable for the full cost of the service. If you smoke in your home, we kindly request that you refrain from smoking around the cleaning technicians due to smoke allergies.

## Biohazard:

**Humble Housekeep** values the health and safety of our employees, and it is important that we are informed of any potential biohazard situations. These may include mold, rodent or bug infestations, or human or pet waste. If a biohazard situation is detected, our cleaning technicians will be unable to provide service, and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing that the situation has been resolved.

## Safety:

Our top priority is the safety of our clients and cleaning technicians. To maintain safety standards, **Humble Housekeep** is insured and bonded and is unable to perform any cleaning from anything higher than a three-step ladder. Heavy or large furniture must be



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moved away from the walls to clean behind them, but our cleaning technicians cannot move furniture, appliances, or other heavy objects to prevent damage and ensure safety.

The cleaners will not be moving furniture or appliances over 20 lbs for safety and insurance reasons. If you have larger furniture or appliances that need to be cleaned under or behind, please have them pulled out in preparation for the appointment.

## Time of Service:

Due to our dynamic schedule and the fact that cleaning times vary, it is difficult to commit to an exact arrival time, except for early morning appointments. Our service hours are between 8:00 a.m. and 5:00 p.m., and we aim to arrive at your home within a one-hour window of the estimated time provided.

## Entry to the Home:

We offer three entry options:

- The client may choose to be present at home to grant access to our cleaners on the day of the service. The client should ensure that the home is prepared for cleaning. If the cleaner is turned away or no one is home, the client will be charged the service price for that day.
- The client can provide a garage door opener or code to gain entry. If the code provided is incorrect, resulting in lockout, and the cleaner cannot gain access, the client will be charged a cancellation fee of the price of the day's service.
- The client can purchase a lockbox to store a key and provide the passcode to [Humble Housekeep](#). If the key is not in the lockbox or the code does not work when the cleaner arrives to clean the home, the client will be charged a cancellation fee of the price of the day's service. [Humble Housekeep](#) will not be held liable for theft or damages if the client chooses to leave a key in an unsecured location



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## Home Alarm Systems:

**Humble Housekeep** will not be responsible for any false-alarm charges resulting from code changes that are not communicated before service.

## Schedule Changes, Cancellation of Service:

Clients should provide a 48-hour notice for rescheduling, adding, skipping, or canceling service. Failure to give sufficient notice will result in a 30% charge of the cleaning fee, while same-day cancellations will be charged the full service rate. All cancellations must be made through our office. A cancellation will cause the rate for the next cleaning to increase to the next level.

Cancellation on our end: We will always try to give a 48 hour notice. If we need to reschedule your appointment, we will always try our best to make sure it's the soonest available appointment for you. Cleaners are also subject to illness, emergencies, etc. While we try our best to avoid short-notice cancellations, at times it can happen. We will never send a cleaner that has been exposed to a contagious illness to your home. With Covid, RSV and flu season hitting us hard at this time of year we are doing our best to protect everyone from getting sick. There is not much we can do about this but ask for your patience and understanding if your appointment needs to be moved to keep you and your family safe and healthy.

## Payment:

Balance is required in full on the day of service. The cleaning technicians do not handle payments. **Humble Housekeep** requires a credit or debit card on file at the time of booking, which will be placed on a hold 2-days before the clean and then charged after the cleaning is completed. If payment is declined, the client must update payment information before service is performed. Failure to do so will result in a half-service cancellation fee.

## Quality Control:



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**Humble Housekeep** values feedback and sends a one-question survey after each cleaning. Random quality checks may be conducted by a quality control manager during the final cleaning phase.

## Pets:

Pets should be placed in a secure area of the home or garage during cleaning for their safety and the safety of our cleaning technicians. Our cleaners cannot clean animal feces to avoid cross-contamination.

## Breakage:

**Humble Housekeep** cannot be held responsible for damage caused by unstable items such as pictures not hung securely, items with unstable bases, floating shelves, or improperly secured items. The client is responsible for cleaning curio cabinets, figurines, glassware, and items of extreme or sentimental value. If a cleaner breaks an item, the cleaner is responsible for the breakage using their own insurance. The client must save the broken item for inspection.

## Damage:

The client should point out any damage to surfaces during the walkthrough and before the service begins. **Humble Housekeep** is sometimes called in to correct the damage that was already there or that another cleaning company was responsible for. In this case, we may require that the client sign off on a pre-existing surface damage waiver.

In areas of the home with extreme clutter, **Humble Housekeep** reserves the right to skip those areas in order to avoid damaging items or injuring the cleaning techs.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.



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If you would like **Humble Housekeep** providers to use your products instead of theirs, please understand **Humble Housekeep** will not be held liable for any damage caused by your products. To prevent damage and for the safety of our cleaning techs, bleach will not be used even if requested.

## Non-Solicitation of Employees:

When a client enters into an agreement for services with **Humble Housekeep**, the client understands that they will pay a [\$2,500] training fee to **Humble Housekeep** if they engage in a working relationship directly with any employee of **Humble Housekeep** during the course of service other than through **Humble Housekeep**.

## Our Guarantee:

If you are not happy with the service that has been provided to you, we have a 24 hour period to notify us. If there was anything missed or not completed to your satisfaction, the cleaner(s) will return to handle any issues you may have at no additional charge. There are no refunds for any services provided. Unmoved furniture over 20 lbs will not count.

Please be home when the cleaners finish cleaning the home. If the client is not home for the final walkthrough, they surrender the right to a reclean.

We want all of our clients to be absolutely delighted with the cleaning service! Report any concerns to our office at [864.400.0504](tel:864.400.0504) or to [support@humblehousekeep.com](mailto:support@humblehousekeep.com) within 24 hours after the service. We will return and reclean the area(s) of concern at no charge.

**Customer Acknowledgement:** As a **Humble Housekeep** customer, I \_\_\_\_\_ acknowledge that I have read, understand, and agree to comply with the guidelines stated above.