

You agree to create a suitable climate in your home in the presence of extreme weather conditions. Cleaning performance can be adversely effected if your home is too hot or cold. We care about our employees and do not want them ill or faint.

You agree to not offer food or drinks to MAID In HIS Likeness staff members. Maid personnel are also not allowed to watch television, play the radio, or games while on duty.

You agree to not request for maids to answer the telephone, doorbell, run personal errands, or receive delivered packages. The only purpose MAID In HIS Likeness personnel serve while in your home, is cleaning.

You agree to pick up after your pet(s). MAID In HIS Likeness does not clean feces, urine, or regurgitation. Human excrement (outside of the commode), is included in this clause.

You agree to not give any form of medication, alcohol, drugs or any other contraband to MAID In HIS Likeness employees.

You agree to make any and all adjustments to the type of cleaning you desire at the time of booking or before the arrival of MAID In HIS Likeness personnel. While equipped to render any type of cleaning, certain cleaning suites take more time than others. Maids are required to remain on schedule, and what could be a simple adjustment to a cleaning suite, could in fact cause the maid staff to be tardy to the next cleaning or cleanings.

You agree to phone the main office (or manager) in the event of a disagreement. In most cases, disagreements can be resolved quickly and amicably.

You agree to leave all doors of rooms you want cleaned opened. MIHL employees will not enter into rooms that have closed doors.

You agree that MAID In HIS Likeness is not responsible for killing and/or removing pests from your property (rodents, insects, etc.).

You agree to refrain from extending pricing information to interested parties. Because each home is different (size, layout, cleaning intensity, location, etc.), a consultation must take place in order to render the best available price.

You agree to treat your home for lice, fleas, and bed bugs, etc before booking an appointment. If any of these pests are spotted, personnel are instructed to discontinue cleaning immediately. You will be charged an hourly rate of \$110 per hour for all time up until detection, and payment will be due upon departure.

You agree to be on time for your cleaning appointment, or make early arrangements for MAID In HIS Likeness personnel to enter the property. This can be done by giving a key to your home for personnel to keep; placing the key in a hiding place on your property; having a neighbor escort the maids into your home; or leaving the door unlocked. Please keep in mind that MAID In HIS Likeness cannot be responsible for any mishaps resulting from unsecured property.

You agree to provide maid personnel with a place to park. Personnel must unload and load the vehicle and long walking distances cut down on cleaning time.

You agree to contact the office if something is broken. MIHL will cover up to \$100 for the cost to replace or repair an item when value is verifiable. More expensive objects (with a value in excess of \$500), are covered under insurance. Please keep in mind that when placing a claim, coverage is provided on **current value**, not retail purchase price.

You agree to provide the MAID In HIS Likeness administrative office with a working number, in case of questions or schedule changes.

You agree to not request for maids to climb ladders, in order to clean out-of-reach items (such as ceiling fans attached to cathedral ceilings). Insurance restrictions prohibit the utilization of anything taller than four-foot step stools.

You agree to carefully schedule painters, movers, carpet cleaners, and all other service personnel that may conflict with our cleaning, before our arrival (or after our departure). MIHL will not perform cleaning services while other contractors are on duty in your home.

You agree to refrain from inviting staff to off-site parties, meetings, etc., or exchanging telephone numbers and social media invitations. Staff is not allowed to fraternize with clientele.

You agree to remain somewhat flexible with your cleaning slot. While MAID In HIS Likeness takes great care in preserving time slots for its weekly and bi-weekly clients, circumstances often force a change. In this event, you will be notified of such changes. i.e. Holiday closures; run over of cleaning session times before you, etc.

You agree to not ask personnel about your neighbor's affairs. Personnel sign Confidentiality Agreements, and are expected to hold private affairs in the closest of confidence. The same holds true for employees/agents of MAID In HIS Likeness.

You agree to have all people in your home awake and dressed, while staff cleans. Staff will not clean rooms where someone is in bed, sleeping. Your cleaning time will not be adjusted.

You agree to treat your home for advanced mold. Advanced mold is described as mold growth greater than slight sightings in the corners of shower/bath stalls. Mold is dangerous, and requires specialized cleaning professionals for treatment. MIHL personnel are not trained in the cleaning of advanced mold, and cannot be expected to treat it. You are also asked to continue to treat slight sightings of mildew/mold after personnel has gotten the problem under control.

You agree to give at least 48 hours cancellation notice. Sufficient notice will be to the company via email or voicemail. Failure to do so will result in a \$75 cancellation fee, payable before the next visit is booked. Please be advised that bi-weekly cancelations will be charged as monthly cleanings, on the following scheduled cleaning. Monthly cancelations will garner an additional \$100 on the next cleaning; and inactivity exceeding three months will mandate a Deep Cleaning. No exceptions.



TERMS OF SERVICE

By hiring MAID In HIS Likeness, LLC to perform cleaning services, you agree to the terms outlined in this brochure.

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You agree to pay (in full) the quoted price at the conclusion of cleaning in CASH. In the event that staff must return to your home for payment, or wait a period of time (after cleaning) before payment is remitted, a fee of \$15 will be imposed for every 15 minutes. You also agree to pay for all work performed via cash (U.S. Dollars), (or company check, if a commercial client). There will be a \$40 fee imposed for any returned check. Returned checks (for non-sufficient funds or stop payment), will be turned over to the Worthless Check Unit for collection and prosecuted criminally and civilly.

You agree that in the event you are paying for someone else to receive cleaning (third party payment), you remit payment in full ***before*** cleaning is booked. This is especially enforced for all out-of-town arrangements. Payments must be received via credit card payment and will be treated as a gift certificate.

You agree to refrain from attempts at recruiting our staff to work for you directly, now and for one full year following the demise of our service-client relationship. All maids sign a Non-Compete Agreement upon recruitment, barring them from performing any services, both during their recruitment/association with MAID In HIS Likeness, and for a period of one full year following their departure or dismissal. Should you wish to retain us as a Domestic Placement Agency, we will gladly assist you in the recruitment, vetting, and training of a qualified housekeeper for a nominal fee of \$1200. In the event attempts to circumvent this policy are discovered, MAID In HIS Likeness, LLC reserves the right to sue for damages to include the \$1200 fee, plus attorney and court costs.

You agree to be forthcoming about the condition AND size of your home, when seeking a telephone quote. If upon arrival, your home’s condition calls for a more intense cleaning than what you described, or is larger in square footage, MAID In HIS Likeness will either charge a higher rate, adjust the time the amount of cleaning to fit the time allotted, or simply refuse service. You will also lose any deposit you’ve given, if any.

You agree to remove any and all clothing, toys, boxes, and other obstructions from surfaces you desire cleaned. Please pick up these items ***prior*** to arrival for a smooth and quick cleaning performance. Staff will not pick up/move these items, nor can staff wait for the items to be moved before cleaning.

You agree to keep your pet near you if he or she is overly playful or unruly. Though MAID In HIS Likeness is an animal-friendly company, unruly behavior hinders the cleaning process.

You agree to refrain from engaging in long conversations with maid personnel. While we encourage rapport, personal conversations slow down the cleaning process.

You agree to conduct a walkthrough at the conclusion of each cleaning, prior to staff departure. All missed areas (or areas not cleaned to your satisfaction), should be pointed out for cleaning/re-cleaning. Please be aware that waiving your right to provide a walkthrough, releases MIIHL from the 100% Satisfaction Guarantee. In the event that you are not home at the time of staff departure, you have 24 hours to report any cleaning deficiencies/issues. MAID In HIS Likeness will re-book you ASAP to resolve the issue. Waiting longer than 24 hours to report your discontent forfeits a free re-booking. Please keep in mind that MIHL does not offer refunds.

You agree to keep your home tidy in between MAID In HIS Likeness visits. When staff is met with intense cleaning upon each arrival, it repeats the “Initial Cleaning” performed during the very first visit. If this becomes the norm, the price per cleaning will be adjusted.

You agree to refrain from smoking while MAID In HIS Likeness staff is present. It is a known health hazard in itself, and some personnel are allergic to smoke (or suffer with asthma). The ‘smoke smell’ also attaches itself to the maid’s uniforms, which becomes a problem at the next client’s home. The “No Smoking” policy also includes the use of E-cigarettes and Vapes.

You agree to refrain from hindering the cleaning progress by altering you (or your family’s) ‘move-about routine’ in the home. While MAID In HIS Likeness welcomes clients who choose to remain in the home during cleaning sessions, we ask that your family members are contained to one area of the home. We also ask that you not invite visitors during this time. We can clean around you, but a house full of people makes it near impossible, due to the strict cleaning timeline to which maids must adhere.

You agree to alert MAID In HIS Likeness of any illnesses in the home that are contagious or airborne in nature. This includes influenza, strep throat, or the common head cold. MAID In HIS Likeness should also be notified if someone in your home is suffering from a fever, as this may indicate a contagious stage in their illness.

You agree to allow maid personnel to clean according to the guidelines taught during training. You also agree to refrain from demanding the utilization of unauthorized chemicals, as they are very caustic and harmful. We use neutral ph, eco-friendly, and Green Seal products that are proven and effective, and our staff members are prohibited by our insurance carrier and OSHA regulations to use any chemical with an inhalation warning on the label. Additionally, because staff is trained in the use of particular cleaning agents, unfamiliar products can cause unexpected results or damage to both the client’s surfaces and the employee’s health. MAID In HIS Likeness will not be held responsible in the event staff is required to utilize your preferred cleaning products.

You agree to refrain from soliciting staff, which includes - but is not limited to - political votes, ceremony attendances, or club entry, etc. Soliciting staff to purchase items is also against company policy.

You agree to alert MAID In HIS Likeness when there are rarities present. This includes two refrigerators, two ovens, two microwaves, or an extremely high quantity of windows. The cleaning time and price must be adjusted to accommodate these rarities.

You agree to have all utilities turned on and in working order prior to staff arrival. MAID In HIS Likeness will not clean a home that does not have running water (with adequate pressure), or electricity. Also, please be aware that MAID In HIS Likeness will not be responsible for unclogging pipes/drains/toilets.

You agree to be fully clothed during all maid visits. Maids will not enter (or remain in) your home, while you are inadequately clothed.

You agree to empty your dishwasher of clean dishes, so that staff can load your dishwasher with soiled dishes. MAID In HIS Likeness does not wash dishes, or unload dishwashers.

You agree to refrain from giving away old furniture, and clothes to staff. Space in the service vehicle is limited.

You agree that once staff cleans a particular area, you cannot insist on a re-clean because you’ve soiled it. (i.e. utilizing the commode, then requesting that staff re-cleans it; walking on mopped floor, then requesting that staff re-mops it).

You agree that staff will not move heavy pieces of furniture. If interested in having areas behind furniture cleaned, please be available to move those pieces for staff. Insurance regulations prohibit MAID In HIS Likeness from allowing staff to do so.

You agree to refrain from inappropriate conversation and/or behavior with maid personnel. Any attempt to discredit, belittle, make advances, yell, or become combative with staff, will be grounds for ending service. You will be expected to pay for any time worked up until cessation.

You agree to check our Website for updates and revisions to our policies and Terms of Service.

You agree to make staff aware of any furnishings, what-nots, or other items that are not in working order, or have been glued. MIHL will not assume the cost of any item that was already broken.

You agree not to ask about or discuss service pricing with personnel. You also agree to submit payment in a sealed envelope by leaving it on the kitchen counter, or handing it directly to the crew leader.