

# WELCOME PACKET

Upper Crust Cleaning Co. 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.

## CLEANING SUPPLIES & MATERIALS

- For your convenience, we provide all cleaning supplies. Your cleaning fee includes the maintenance cost for our cleaners, cleaning cloths, mops, buckets, brooms, and vacuums.
- Our quality cleaning products are environmentally friendly and low VOC. Information about our cleaning products can be found on our website.
- In the event you would like us to use your vacuum or cleaning supplies you provide, please let us know. Your vacuum, cleaning supplies, and cleaning products must be clean and in good working condition. We will not clean or repair customer vacuums. We will not pay for the cost of your cleaning supplies and products.

## 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.

## NON-EXCLUSIVE APPOINTMENTS

- If you consider scheduling other service personnel in your home during your cleaning appointment, please ensure that it does not impact our time in your home. If you do need to reschedule, please keep in mind our cancellations policy and do so within the grace period (refer to your Engagement Agreement under Appointment Cancellation Policy for deadlines).
- 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.

## 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 your cleaner is unable to gain access to the service address on the day of your scheduled cleaning appointment, a full cleaning fee will be charged so please be certain the method of entry is a no fail one.

## 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 [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com). Changes that may result in additional fees includes but are not limited to long-term guests, upcoming construction projects, or a new pet.
- 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.



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## PAYMENTS AND ADDITIONAL FEES

- Payment arrangements are set up in advance and processed in accordance with your Engagement Agreement. All clients must sign the agreement before service begins. Payment options include:
  - ACH transfer from checking or savings.
  - All major credit cards (subject to processing fees).
  - Cash or check on the day of the cleaning appointment.
- **Extra Dirty Fee:** \$22.50 for every 30 minutes. This fee will apply if the service location falls below a reasonable expectation of cleanliness.
- **Late Fee Charge:** \$10 per incident. This charge will apply if you are not already signed up for our automatic recurring payment plan and fail to make a payment by the time your appointment ends.
- **Non-Sufficient Funds Charge:** \$30 per incident.

## LAUNDRY AND LINEN SERVICE

- If your cleaning services include the washing and drying of clothes, you are responsible for sorting your items and placing them in clearly designated piles. Your cleaner will not sort clothes or determine which clothes can be washed, dried, or combined.
- If your cleaning services include linen service, but not laundry service, you must place clean linens on each bed. Your cleaner will not sort through closets or laundry piles to locate the clean linens.

## PETS

- You are responsible for making sure your pet(s) are in a safe spot during your appointment. This is both for your pet's and your cleaner's safety. Many pets are not comfortable with visitors or loud noises.
- Cleaning pet messes of any kind including litter boxes, vomit, urine, and feces, are your responsibility.
- Under no circumstances will we use our cleaning supplies to clean up pet messes. If a client has a pet that has accidents, we will require the use of their vacuum.

## À LA CARTE SERVICES

- We love helping our clients with extra services. Whether it is changing beds, organization, oven cleaning, interior windows, or doing laundry, we are here for you.
- Check out our great selection of extra service options offered on our a la carte menu found on our website.
- One time a la carte services must be scheduled in advance at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com).
- If you would like to add new services permanently to cleaning day appointments, we will be happy to do so. Contact our office to initiate a change to your service.

## QUALITY SERVICE IS # 1

- Customer satisfaction is our #1 priority. If for any reason you are not happy, within 24 hours contact our office at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com). Include pictures and/or an itemized list of areas that still need attention. We will be happy to investigate the reason for your concern.
- After 24 hours, it is difficult to assess whether the problem was due to poor workmanship, or daily living, so contact us right away.
- No discounts for services will be offered without the opportunity to make all necessary corrections. We may, at our election, agree to send your cleaner back to correct any oversights free of charge.
- The assigned cleaner needs to demonstrate that they understand how to meet client needs fully and given the opportunity to fix oversights. This not only promotes accountability but helps to refine future cleanings to ensure satisfaction.



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## CANCELLATION POLICIES

Refer to your Engagement Agreement for complete details.

### WITHIN 72 HOURS

- For cancellations within 72 hours of service, a \$50 fee will be charged. This applies to business hours including all major holidays.

### WITHIN 24 HOURS

- For cancellations within 24 hours of service, a full house cleaning fee will be charged.
- If your housekeeper is unable to gain access to the service location, no matter the reason for the inaccessibility, a full cleaning fee will be charged.
- Additionally, if you choose to reschedule a cleaning to a different day or time, a full cleaning fee will be charged for the new appointment as well.

### CANCELING A SCHEDULED CLEANING

- Late notice cancelled appointments result in scheduling inefficiencies and lost employee hours. Advance cancellation notice keeps our cleaner's schedules consistent which in turn retains the best workers. Please give at least two weeks' notice or more when canceling an appointment.
- If you will be traveling, entertaining guests, have a surgery scheduled or contract work appointments on one of your cleaning days, please let us know two weeks in advance or more so we can fill those appointment slots.
- Your fee is based on the revolving service plan chosen. When a cleaning appointment is cancelled, more time is required on the next visit.
- Canceled cleaning appointments for any reason will be assessed a fee to cover the additional time and work needed on your next revolving service date.
- Whether due to your request, inclement weather, or holiday, when you are scheduled to a different day, your next service appointment will take place on your regular assigned day. It will not default to the new day or week of the rescheduled cleaning, whether the change was implemented by you or our office.

### CANCELLATIONS DUE TO WEATHER/INOPERABLE CONDITIONS

- 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.
- 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.

### SERVICE CANCELLATION

- We require 30 days' written notice to cancel your revolving service plan.
- If you ask to cancel all appointments during the cancellation period, you will still be charged your cleaning fee in full for all appointments scheduled during the cancellation period.

## REFERRAL REWARDS PROGRAM

- Upper Crust Cleaning Co. offers a wonderful Referral Rewards program. Whether a current or former client, when a customer refers anyone that signs up for our weekly or bi-weekly service plans, we offer a \$50 credit to their account, and for monthly plans, we offer a \$20 credit.
- The new customer must utilize services for two months for the referring client to receive their reward.
- Rewards are applied as a discount to an invoice. You will be notified when this is to occur.
- For former client referrals, a \$50 Visa gift card will be mailed via USPS after the two-month period.

## APPOINTMENT REMINDERS

- Our services include text notifications and email reminders to help keep you on track.
- You can opt out if you no longer want to receive any automated emails or texts or choose the one method that serves you best.



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## DISCLAIMER

Refer to your Engagement Agreement for complete details.

- It is your responsibility to advise us on your preferences, special requests, and unique service location conditions on the client intake form, or, if not known at intake, as soon as reasonably known.
- 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 Upper Crust Cleaning Co.

## EXCLUSIONS

We do not provide cleaning services:

- At heights requiring a ladder taller than 6 feet
- In garages, attics, or unfinished basements
- Inside fireplaces or wood burning stoves
- In rooms under construction or remodel
- 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)

## CODE OF ETHICS, NON-SOLICITATION AGREEMENT

- Employees of Upper Crust Cleaning Co. are required to sign a Non-Solicitation Agreement, prohibiting them from soliciting, or accepting business from current or former clients while employed at Upper Crust Cleaning Co., and for a period of two years 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.

## CONTACT INFORMATION AND BUSINESS HOURS

- Our offices are open 8am-6pm, Monday-Friday.
- We are closed on Saturdays, Sundays, and all major holidays; New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Black Friday, Christmas Eve after 2pm, and Christmas Day.
- We are open most banking and school 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. For cancellation requests, please refer to your Engagement Agreement.
- Contact us at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com) to communicate changes or call our office at 425.433.6661.
- We always respond to inquiries promptly during business hours.

