



THE PREMIUM CLEANERS LLC

SERVICE AGREEMENT

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ABOUT THE PREMIUM CLEANERS LLC

Purpose Of Our Service Agreement

Our service agreement serves as a guide to document our company processes, policies, and procedures. Please read below to learn more information about our company and what to look forward to before, during, and after we provide service to your space.

Our Services

We provide cleaning services to homeowners, renters, landlords, property managers, businesses, educational institutions, and non-profit organization. The frequency of our services can either be a one-time or a routine cleaning (Ex: Daily, Weekly, Biweekly, or Monthly).

Type of Cleanings

At The Premium Cleaners LLC, we offer the following types of cleanings:

- General Cleaning
- Deep Cleaning
- Moving-Related Cleaning
- Event Cleaning and Pay-Per-Hour Service

During your cleaning appointment, we will typically conduct either a general or deep clean. A general cleaning is best suited for when a cleaning routine has already been established, or the area only requires a standard cleaning. On the other hand, a deep clean might be necessary if any areas require additional work to remove a buildup of grime/dust, organize numerous items, etc.

Please note that our cleaning technicians will need to dedicate more time to cleaning tasks for a deep and moving-related cleaning, so an adjustment in price may be warranted (we will always reach out to you before continuing service if your space needs a deep clean and we need additional time for your cleaning appointment).

Add-On Services

We also offer additional services to help maintain the cleanliness of your space. You can request these services by giving us a call at (870) 275-9552 for your first booking or update your booking on your dashboard. You can view our add-on services below.

- Clean Interior Windows
- Detail Clean Blinds and Windowsills
- Detail Clean Baseboards
- Laundry (Fold, Wash, or Both)
- Clean Interior of Cabinets
- Clean Oven Interior
- Deep Cleaning
- Clean Fridge/Freezer Interior

- Sweep/Clean Garage interior
- Patio Cleaning
- Basement Cleaning
- Organization of Space (in 30-minute increments)

Please note that an add-on service will increase the length of your cleaning appointment and supplies that we need to use at your space. Each add-on will be reflected in the total of your booking summary.

Before We Clean

Before we clean your space, we have several processes to ensure that we have the opportunity to understand what you are looking for in a cleaning service and if we are able to meet your needs for your space. Our process consists of:

- 1. Having a phone conversation with you to go over your needs.**
- 2. Scheduling a cleaning consultation so that we can do a walkthrough of your space.**
- 3. Sending a cleaning service proposal to you (this summarizes the services you requested, suggestions that we made during the walkthrough of the property, the frequency of your cleanings, your booking total, and a copy of our service agreement).**

After you have reviewed and signed your cleaning service proposal document, we will create your customer account where you can modify your bookings, update payment information, view past cleaning appointments and receipts, and more.

We will start providing services on the date specified in your signed cleaning service proposal.

Cleaning Service Proposal Expiration And Adjustment

Any cleaning service proposals that we send out will expire after 1 month. Your proposal is based upon any services requested during your initial cleaning consultation. However, after 1 month, you may decide to add another service, exclude an area from your cleaning appointment, or even move to another location.

To ensure that everything is up to date, we will reschedule a cleaning consultation and adjust your proposal (if necessary). This cleaning consultation will likely take less time if you would like to receive services for the same address. However, a new location might result in a similar time as your first walkthrough.

Keys And Codes

Any keys left with The Premium Cleaners LLC will be stored in a safe and secure location. Only the owner or a designated member of management will be able to access your key from this location. We will allow a trusted Cleaning Technician and Quality Assurance Inspector to have limited access to your key for your cleaning appointment.

Please note that we will not be liable for any damage or theft that may occur if you decide to leave a door unlocked or leave a spare key in an unsecured location (such as in a mailbox, under a mat, etc.).

If you prefer to utilize a lock box or have a keyless entry system, we will store your code in a safe location and will only disclose your code to the individuals assigned to your cleaning appointment.

The Premium Cleaners LLC will return your key(s) that we have in our possession no later than 48 hours after termination/cancellation of services or the next business day.

Cleaning Appointments

For more information about your cleaning appointment, you can view the details below. Please feel free to reach out if you have any questions about your cleaning appointment that are not addressed below.

Notification Of Arrival And Departure

We will notify you when we arrive and depart from your property. You will receive a notification either through an email or a text message from a member of our staff.

Traffic

We aim to always arrive early for each cleaning. However, sometimes traffic or mechanical problems can impede a scheduled arrival. If your designated cleaning technician arrives more than 30 minutes late, we will reimburse you a prorated portion of your cleaning appointment total.

Inclement Weather And Acts of God

Our cleaners may be unable to travel to your home due to inclement weather. During this time, we will monitor the closures of local businesses and schools to ensure that our employees are safe during this time. We will update this information on our website and social media pages.

If you feel that your cleaning appointment may fall on a day with expected inclement weather, please give us a call at (870) 275-9552. We will discuss when would be the best date to reschedule your cleaning appointment or if we can make an accommodation for an earlier cleaning.

We will also reschedule your appointment to occur as soon as possible after your original booking if we experience sudden weather changes or if you have not specified a preferred date. ***Please note that this will not be subject to a rescheduling fee.***

Cleaning Technicians

We aim to assign the same cleaning technician to your space. However, various factors such as schedule conflicts, inclement weather, and emergencies can impact their availability. When they are not available to provide service for your appointment, we will assign a different cleaning technician and notify you of this change as soon as we can.

Please let us know if you would like to postpone your cleaning appointment (aka put your services on hold) until your preferred cleaner returns and we will update that information in our system accordingly. However, we cannot guarantee that they will return on a date when you have availability for a cleaning appointment.

Hiring Process

We value safety and understand the trust that you put in us for our cleaning services. So, all of our employees undergo an extensive screening process that includes a drug screening, background check, and reference check prior to employment.

Confidentiality Agreement

All employees of The Premium Cleaners LLC abide by our Confidentiality Agreement. This is legally binding and ensures that your personal information will never be shared or disclosed to other sources unless a situation occurs that requires law enforcement.

Training

One of the best learning methods is by viewing an experienced coworker in action. Before we send a junior cleaning technician to their first cleaning, we want to ensure that they learn our standard cleaning policies, train in a controlled environment, and shadow our senior cleaning technicians in various environments. These training opportunities will help to reinforce our cleaning standards, boost their skills, and ensure that you have a premium clean.

During the training process, we may utilize photographs, videos, or in-person training to better help our technicians during this time. Please note we will always ask permission before procuring training material or bringing a junior cleaner to your location.

Licensing and Liability

At the Premium Cleaners LLC, we aim to be careful with everything that we do. However, accidents can happen, so we ask that you store any items of sentimental/substantial value in a safe space. This also extends to any equipment that you allow us to use at your location (such as a vacuum cleaner, washing machine, etc.).

We understand the importance of safeguarding your most cherished items, which is why we carry insurance to minimize the instances of damage or loss. If something happens to an item you love, we will do our best to provide an identical replacement or suitable alternative.

Please do not hesitate to reach out to us to alert us of any damage immediately after your cleaning appointment or within 24 hours by phone or email. After this time, it may be difficult to determine whether our cleaning technicians are responsible for the incident.

We are not responsible for general wear and tear of equipment, damage resulting from improper installations, or damage from the lack of maintenance of the equipment.

Media Release Agreement

By agreeing to this service agreement, you permit The Premium Cleaners LLC to photograph/video your space for quality assurance purposes, before and after pictures, and training purposes. This process is extremely important as it ensures that our quality check process runs smoothly during times when our

Quality Assurance Specialist (or a member of management) cannot conduct a post cleaning inspection. These photos/videos will not be shared with any individuals outside of the organization except with you for reviewal purposes or for promotional purposes. Please note that for promotional photographs, no personal details will be disclosed. For instance, we may share a photo of a sink before and after our cleaning services.

If you do not want your space photographed, please let us know and we will send you the “**Non-Authorization For Media Releases**” form for your signature. We will then attach this to your file and update your information accordingly. After this, our staff will reach out to schedule a post cleaning inspection the following day or coordinate an alternate inspection such as a live video inspection with our cleaner, or we can review a video submission from our cleaning technician/you within 24 hours. This allows us to ensure that your session meets both of our cleaning standards.

Documentation

After your cleaning appointment and post cleaning inspection, we will leave a document called the “**After Service Cleaning Summary**” on a visible surface (like a kitchen counter) or send an electronic version to the email that we have on file. This will list your next scheduled cleaning appointment, notes from our staff, your payment due date, our contact information, and other helpful reminders.

Cleaning Appointment Extensions

Please contact us if you would like additional services or to add rooms/areas to your booking. This will extend your cleaning appointment and will increase the time our cleaning technician will be on the job. To ensure that we have allotted enough time for your service and for other customers, we ask that you notify us at least 1 week prior to your scheduled appointment.

Our cleaners may reach out before/during your cleaning appointment if they need additional time in your space. Please let our cleaners know where you would like them to focus their efforts if you would like to keep your appointment the same. If you agree to the extension, your booking will be updated in the portal and your new total will be reflected in your account for review.

Splitting Bookings And Appointments

If we notice that your space needs additional time to deliver to our standards or you would like a booking extension, we may split your booking/cleaning appointment into smaller sessions or schedule an additional cleaning to meet your needs.

Since cleaning is a very physical job, this ensures that our cleaning technicians have time to recover and are able to provide a consistent, quality clean. Also, this is less of an inconvenience to your day as it allows you to get back to your day faster.

Quality Service Guarantee*

We guarantee a quality clean. If we are unable to clean your space to your satisfaction and meet our cleaning standards in your initial appointment, we will schedule a free reservice clean. Our Quality Assurance Inspector may reach out to schedule this appointment while completing your post cleaning inspection or we will reach out within 24 hours to schedule your reservice clean within 48 business hours.

We typically do not offer reimbursement for our services because of our guarantee. However, you may see below for details concerning when reimbursements may be issued.

*** Not applicable to pay-by-the-hour or event cleanings.**

Reimbursements

Refunds are decided on a case-by-case basis. Since we offer a quality service guarantee, we will only be able to issue a refund in cases where this may not apply.

Involuntary Lockout Reimbursement

We may offer reimbursement in the event of an involuntary lockout by our cleaning technician. Company protocol will be followed in such cases, but if the lockout has an adverse impact on the scheduled cleaning appointment, we'll offer a prorated reimbursement and reschedule the appointment for the next available date. Alternatively, our technician can still deliver as many services as possible during the original appointment (any unfinished tasks will be completed during a follow-up cleaning).

Late Arrival Reimbursement

We value your time at The Premium Cleaners LLC and will make every effort to arrive on time. However, if we anticipate that we will arrive later than your original time of booking, we will reach out and let you know. If we arrive more than 25 minutes late, we will issue a one-time, prorated reimbursement that will reduce the total price of your appointment.

Overage Reimbursement

For any individuals or entities that are paying by check/money order, if the price of your dues decreases, we'll reimburse you the difference or apply the amount as a credit to your account.

Referrals

You can enjoy unlimited discounts on our cleaning services with our referral program. Every time someone you refer uses your personalized link to book a service and we finish their appointment, you'll earn a \$50 credit and your referral will get a \$25 credit.

Promotions and Discounts

We offer promotions and discounts in several different ways. You can earn a reduced cleaning by:

- Booking a reoccurring cleaning appointment (daily, weekly, biweekly, monthly)

- Leaving a review
- Using a promotion code
- Booking during a seasonal sale

Any promotional codes or sales that we have will be shared on our website, social media pages, and via email. View our promotion page at www.thepremiumcleaners.com/promotions to learn more about any current promotions.

Holidays

We understand the importance of spending quality time with loved ones during the holiday season, and we want to ensure your guests are welcomed into a clean and tidy space. To allow our staff to do the same, we will be closed on the following holidays:

- New Year's Eve
- New Year's Day
- Martin Luther King's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Eve
- Christmas Day

*Please note that if a holiday occurs outside of our work week, we will observe the holiday on the business day prior to its date.

Bookings that fall during our company holidays will be rescheduled as close as possible to your original cleaning. However, if at any time you would like us to provide cleaning services earlier so that your space is ready for the holidays, we will try our hardest to do so. However, due to time constraints and the upcoming holidays, we may only have limited slots available.

You may also postpone your services (or put your services on hold) during this time to skip your cleaning and contact us when you are ready for us to resume your service after the holiday season.

Dispute Resolution

There are several ways that a dispute may be resolved between both parties. Although we advocate for everyone to come to an agreement on our own, we realize that there are times where we may need a neutral individual who is not involved in the situation.

Types Of Dispute Resolution

Unless otherwise provided, the dispute resolution procedures outlined in this Service Agreement will be the exclusive mechanism to resolve any disputes that may arise. Both parties agree to abide by the dispute resolution protocols outlined below to reach a consensus on the issue.

There are several forms of dispute resolution that we may utilize 1) informal negotiation 2) mediation 3) arbitration and 4) litigation. Please see below for more information about each step in our process.

Written Notice And Negotiation

To begin the dispute resolution process, one member of the party (either The Premium Cleaners LLC or the client) must submit a written notice to the other party. After the written notice is received, both parties will attempt to come to an agreement within 14 days. This agreement will be written down and signed to serve as a reminder and binding agreement between both parties.

However, in cases where an agreement is not reached in this time frame, an alternative method may be used to work and resolve the issue.

At no time prior should either party initiate arbitration or litigation related to this Service Agreement except to pursue a provisional remedy that is authorized by law or by agreement of the parties.

If the matter is not resolved by negotiation, then the matter will proceed to mediation (if both parties are willing) or arbitration.

Mediation

In instances where a dispute, claim, or controversy arises and both parties are open to reaching a resolution, but are unable to come to a consensus, a neutral, third-party mediator will be appointed to help both parties to reach a mutual agreement.

Arbitration

If negotiations or mediation fail to yield an agreement between both parties for any dispute, claim, or controversy relating to this contract, its breach, termination, enforcement, interpretation, validity - including deciding if arbitration is applicable - then arbitration will take place in Arkansas before one arbitrator. The arbitration will be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures. Judgement on the Award may be entered in any court having jurisdiction. This clause will not preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction.

Fees And Cost To The Prevailing Party

In any arbitration arising out of or related to this Agreement, the arbitrator(s) will award to the prevailing party, if any, the costs and attorneys' fees reasonably incurred by the prevailing party in connection with the arbitration.

If the arbitrator(s) determine a party to be the prevailing party under circumstances where the prevailing party won on some but not all of the claims and counterclaims, the arbitrator(s) may award the prevailing party an appropriate percentage of the costs and attorneys' fees reasonably incurred by the prevailing party in connection with the arbitration.

Appeal

Both parties adopt and agree to implement the JAMS Optional Arbitration Appeal Procedure (as it exists on the effective date of this Agreement) with respect to any final award in an arbitration arising out of or related to this Agreement.

Litigation

In some circumstances, litigation may be the most optimum route for both parties to take. For instance, some situations that litigation may be advisable is when either party are dealing with:

- Counterclaims to a lawsuit
- Personal injury claims
- Delinquent payments
- Failure to meet the terms of the Service Agreement

Please note that this includes but is not limited to the aforementioned circumstances. Either party may initiate litigation after both sides have attempted their best efforts in negotiation and mediation, at which they can determine whether to proceed with either arbitration or litigation.

Fees And Cost To The Prevailing Party

Any complaints filed for litigation will cost an initial filing fee with the court of justice. If the court determines a party to be determined as the prevailing party, they will be awarded the cost of services and fees incurred in connection with the litigation process.

Appeal

In the event that either party believes that they have an unfavorable ruling, they may follow the appeal process outlined in the court system.

Delinquent Payments And Collections

To prevent delinquent payments, we highly recommend that you use a card or other electronic payment method while booking your appointment, as we can attempt to place a hold on your account two days prior to when your payment is due and cancel the appointment if it fails. If we are unable to put a hold on your account (such as you're paying by check or have a new payment method) and we do not receive payment by your due date, then all future services will be postponed.

During this time, we will reach out to you to obtain payment for the services provided. After our initial outreach, you will have up to seven days to make the payment in full. If we do not receive any communication concerning your dues and payment has not been received, we will initiate our dispute resolution process which may lead to either arbitration or litigation.

Termination Of Services And Deactivation Of Account

We reserve the right to terminate your account and services at any time. Circumstances which can lead to the termination include, but are not limited to: staff members dealing with violence/harassment, frequent delinquent payments, and having our staff members working in an unsafe environment.

A customer account that has a one-time or re-occurring booking frequency (ex: weekly, biweekly, monthly) can request to terminate our services at any time. Please visit your customer portal to request the deactivation of your account and we will process your request as soon as possible.

For annual/commercial contracts, please provide us with a termination letter 30 days prior to the last date of service outlined in our contractual agreement. However, if you would like to end services prior to the agreed-upon date, please contact us at (870) 275-9552 and submit your termination letter 30 days before the desired cancellation date (this will be subject to an early termination fee).

Please allow us at least 7 business days to complete the cancellation of your annual contract. Factors that may impact cancellation is if the termination letter or notice has not been received and reviewed by the Chief Executive Officer, a designated member of management, or another staff member who has the permission to authorize the cancellation of your service.

FOR YOU

Accepted Payments

We accept most major credit and debit cards (Visa, Mastercard, American Express, Discover, Diners Club). Each transaction will be subject to a 2.9% + \$0.30 processing fee from our third-party payment processing provider. Payments can also be made through PayPal and checks/money orders.

You may submit a payment to our PayPal profile at paypal.me/thepremiumcleaners. Please allow us up to 2 business days to update your customer portal if you submit a payment to PayPal.

Payment Policy And Updates

Please see below for additional information about our payment policy.

Card And Electronic Payments

A hold will be placed on your account 48 hours before your payment due date if you are utilizing a debit/credit card or alternative electronic payment method. If the hold is successful and the cleaning appointment has been completed, then the payment will be processed. However, if changes to services are needed (such as booking extensions, price deductions, etc.), the change will be updated prior to the processing of the payment.

If the hold fails, you must add a new payment method at least 25 hours before your scheduled cleaning appointment. Otherwise, your appointment will be cancelled. However, you can always book another session when you're ready.

Card Authorization

Please note that in order to utilize our services and process your payment, we will need permission to charge your card. By signing this agreement, you authorize The Premium Cleaners LLC to process your card for dues that are a result from agreed upon services. Your information will also be saved on your dashboard for future transactions on your account.

Checks And Money Orders

If you are making payment by check or a money order, your first booking must be paid in full by card or ACH. After your initial cleaning session, all future bookings may be paid by check and/or money order.

Please note that payment is expected to be made on the day of service. You may leave payment on a visible surface such as a countertop or table. In the event that your check/money order has been made for a greater amount, we will reimburse the difference or add a credit to your account.

On the other hand, if your check has been made for a lesser sum, you will need to write a check/money order for the remaining balance and send it to our company. Please note that any payments you're mailing must be postmarked no later than two days after your payment due date. Any bounced checks will incur a 15% service fee.

Communication

By signing this document, you agree to receive communication from The Premium Cleaners LLC. You will be contacted by phone, text message, and email to help resolve service issues, provide you with exclusive promotions, and keep you informed of all updates concerning your services.

Update in Services

To ensure we can quickly provide you with the most up-to-date information, we'll update you if any of our policies, services, address, or contact information ever change. Please be sure to keep us informed of any changes in your contact information, address, and other details, so we can reach you via text, phone calls/voicemails, and email. We'll also ensure you know about any changes by publishing them on our website and social media pages.

Booking Confirmation

Please note that your booking is not confirmed until you receive an email/notification. This confirmation does not guarantee your cleaning appointment as we may be in the process of locating a technician (your booking confirmation will display that we are still searching for a cleaning technician). If we are unable to assign an individual for your cleaning appointment, we will work to schedule your appointment for the next best available time.

Before We Visit

To ensure a top-notch clean, we ask that you do a few simple tasks prior to our cleaners' arrival. If you could please pick up any toys, clothing, or other items off the floor ahead of time, we would greatly appreciate it.

We also encourage you to put away any paper products that may be lying on any surfaces (such as magazines, books, bills, etc.) for additional privacy and to help our cleaners to swiftly get to work. You may also declutter any surfaces to ensure that our cleaners can focus on the task at hand (you can leave out decorations, but any additional items on surfaces will increase the tasks that our cleaners will need to complete during your cleaning appointment and, as a result, impact the cost of your booking).

Alarms

Please ensure that your space is accessible for your assigned cleaner and that the alarm system is turned off prior to their arrival. If you prefer to keep the alarm armed and provide us with the code, we will be diligent and careful to disarm and rearm the alarm according to your instructions. However, the Premium Cleaners LLC cannot be held responsible for false alarms or any related charges from a local police department or security company. Additionally, you agree to hold harmless and/or release us from any liability relating to any failure of the alarm or not arming the alarm properly.

Cleaning Material Disclosure

If you would like to provide your own cleaning supplies and materials for our team to use, please let us know during our initial walkthrough or right away after you decide to make the switch. Before we can begin cleaning with the supplies/materials, we must ask you to sign a cleaning material waiver, which releases us from liability from any damages that may occur due to the use of the products/supplies.

Forms Of Entry

Before we can provide you with a premium clean, we must be able to gain entrance into the property. You may decide to leave a key with us or have a secure place for our staff members to access your key (such as a lock box). You can also share a code with us if you have a keyless entry system. Alternatively, you can unlock your door with your smart lock system when we arrive or greet us at the door.

Please note that all codes and keys will be stored in a secure location.

Attended And Unattended Cleanings

With your cleaning appointment quickly approaching, it's time to decide whether you'd like to be present or not. To help you make the best decision for your needs, we've outlined the difference between the two options.

Unattended Cleaning Appointment

We understand that letting someone into your home when you're not there requires trust. That's why our staff have been extensively background checked, drug tested and screened. Plus, we're a bonded entity giving you extra peace of mind.

You will receive a notification when our cleaners check-in so you know when they arrive. We also encourage all staff members to send a text with an introduction, communicate when they arrive/departure from your property, and reach out if they have any questions. Likewise, they will be able to answer any questions you have during the cleaning session, or you can contact us at (870) 275-9552 if you need additional support.

Attended Cleaning Appointment

Please ensure that you discuss any additional services you would like completed prior to your cleaning appointment. If you ask during your session, we may not be able to complete those services during your current appointment and may need to schedule an additional appointment. Also, if you are in attendance, please let our cleaners know if there are specific areas that you would like them to prioritize during your cleaning appointment.

Although we would love to chat, our cleaners have many tasks to complete during your appointment. So, we would greatly appreciate if they are able to work in a distraction-free environment. Some ways that you can help our technicians is by **(1)** remaining in one area of the property so that they can focus on other areas that are not in use and **(2)** placing your pets in a secure and comfortable area **(please view our**

pet policy below). By being mindful of our cleaning technicians, you allow them to focus on the task at hand and provide you with a premium clean in a timely manner.

Policies And Procedures

Please see below for additional policies and procedures that will be helpful when utilizing our services. If you have any further questions, you can reach out to us at (870) 275-9552 or support@thepremiumcleaners.com.

Pet Policy

For the safety of your pets and our cleaners, please make sure all animals are properly secured during our cleaning services. We understand that your furry friends are important to you, which is why we want to make sure they're kept safe from any cleaning materials they shouldn't be exposed to. By safeguarding your pets, our cleaners can concentrate on providing a thorough and detailed clean to all our customers.

If at any point you need to move a pet out of a specific area due to the cleaning, or have special instructions for our team, don't hesitate to let us know. We're here to make sure both your pets and your space are in optimal condition.

Health And Wellness Policy

The health and wellness of you and our staff members is top priority. To ensure everyone remains healthy, we will appoint a different staff member to your cleaning appointment or reschedule your cleaning if your assigned cleaning technician is sick. We ask that you also let us know if either you or someone at your home is feeling unwell, and we will reschedule your cleaning appointment for a time when everyone is feeling better. Please note that cleaning appointments that are rescheduled/cancelled due to illness are not subject to a rescheduling or cancellation fee (unless there are consecutive cancellations/rescheduled appointments). We recommend that you postpone your services if you need to delay your cleaning session for a longer duration of time.

Missing and Misplaced Item Policy

At The Premium Cleaners LLC, we take security seriously. That's why we have a No Theft Policy in place and every employee is legally bound by it. We also carry bonding to help protect you and your items in the rare event that something unexpected happens. To mitigate this issue, staff members go through an intensive background check prior to hire.

Please contact us within 24 hours by phone, email, or in-person if you are unable to find an item. We will work with you to get to the root of the problem and initiate a thorough internal investigation. If liability lies with one of our employees, we will help you get a replacement for the item or a suitable equivalent. During this time, we highly suggest that you review your cameras (if you have them set up) as they may help you to determine whether the item has been misplaced or is missing.

Additional Booking Information

Please see below for additional booking information that may be helpful as you utilize our services.

Equipment and Tools

We value cleanliness and want to ensure that we utilize clean tools at every property that we service. In order to prevent cross-contamination between each location we ask that we utilize the vacuum, broom, mop, and toilet brush that you have on-site. If you are unable to provide one of the tools above, please let us know as soon as possible and we can determine an alternative solution. Alternatively, you can request our equipment for your cleaning session (availability of our equipment may be limited as we will need adequate time for disinfection after providing service).

Any non-disposable equipment or tools that our team brings will be disinfected before entering your space.

Price Adjustments

The cost of your cleaning may change due to several factors, such as your space needs additional cleaning, you request an add-on service, you downsized/upsized, or you alter the frequency of your cleaning appointments.

We hope to avoid altering prices outside of these reasons. However, there are some factors that are outside of our control that may impact this (such as inflation).

Before any changes, we'll give you notice in advance so you can decide what works best for you.

Postponement of Services/Holds

Your services may temporarily be on hold if we are unable to find an available cleaner that fits your availability. We will work to have your booking request scheduled at the next best available date.

We also understand that emergencies happen and unexpected events may arise. Please notify us if you will need to delay your cleaning session for more than one appointment and we can put your services on hold for no additional charge. Alternatively, you can also postpone your services on your dashboard. Your appointment will be added to our hold list, where you will have priority placement when you resume services. We'll do our best to assign your cleaning appointment to the same date and time. If for any reason this isn't possible, we'll make sure to schedule your session as close as possible to your original booking.

Waiting List

If you are not ready for us to start cleaning your services or have limited availability and do not see a booking slot, you can opt to be added to our waiting list. Once you are ready for service or we have a slot that fits your availability, we can remove you from our waiting list and assign a cleaning technician to your cleaning appointment.

Explanation Of Booking Fees

There are various booking fees that may be added to your cleaning appointment total before or during your session. Please see below for details about each fee.

Convenience Fee

We charge a convenience fee for any cleaning appointments scheduled and serviced in 48 hours or less. Due to the quick appointment and time-sensitive service, we charge a 50% convenience fee.

Lockout Fee

To ensure a smooth and successful appointment, please make sure the service location is accessible to our personnel on the scheduled service day. If the team is locked out of the property, we will attempt to reach you to arrange for entry. Unfortunately, if contact is not made within 20 minutes of the team's arrival, we won't be able to complete your scheduled cleaning and a \$50 lockout fee will be applied—this charge compensates the staff for lost revenue and travel time. To avoid this fee, provide us with a key or code to gain entry to your home.

Please note that your appointment may also be subject to a cancellation fee if our cleaning technicians experience a lockout.

Heavy-Duty Cleaning Fee

If our technicians identify areas that require intensive cleaning during your appointment, they will reach out for instructions on where to focus their cleaning efforts and permission to continue services. A heavy-duty cleaning fee will be applicable up to 50% of the original booking price as the cleaning session will require more products and time to ensure a quality clean. Instances where a heavy-duty cleaning fee may be applicable are when areas have a buildup of grime or surfaces have excessive, caked-on dust.

Late Payment Fee

All payments must be made upon completion of the service. Late payments risk incurring a \$50 late fee. Make sure to settle your balance by the due date to avoid additional charges.

Cancellation and Rescheduling Fee

When we reserve a time for your cleaning, we dedicate that time entirely to your cleaning session. So, communicating any changes is extremely important. Please notify us of any cancellations or reschedules that you would need at least 48 hours ahead of your scheduled booking in order to avoid incurring a cancellation or rescheduling fee.

Cancellation Fee

You may cancel your cleaning appointment up to 48 hours in advance at no charge. If you need to cancel between 24 and 48 hours before your appointment, you will be charged 50% of your booking total.

Cancellations between 12 and 24 hours before your appointment will incur a 75% charge, and those 12 hours or less before your appointment will be subject to a 100% fee of the cleaning total.

Rescheduling Fee

We understand that life can throw unexpected things your way. That's why we give you the flexibility to reschedule your cleaning appointment without any additional fees, so long as you do so at least 48 hours before your scheduled session. However, changes made in less than 48 hours to your appointment will be subject to a 15% rescheduling fee. **Please note that any appointments rescheduled due to inclement weather will not be charged this fee.**

Reservicing Fee

We pride ourselves on offering a quality clean. That's why we have an extensive cleaning and inspection process. However, if you are still not satisfied with your clean after the post cleaning inspection and the follow up clean from our technicians, then you may schedule a reservice cleaning for a discounted rate. Please give us a call to schedule a reservice cleaning.

Environment Safety and Unsafe Conditions

We want to ensure everyone's safety. Since we are not licensed to complete biohazardous cleanings (which includes blood, feces, and other bodily fluids), we require either a resident or staff member to remove it prior to our cleaning. We also ask that the removal and proper pest control measures are taken for bug and rodent infestations (such as roaches, bedbugs, etc.) as we do not offer these services and are not equipped to deal with their eradication/removal. We also do not offer cleanings for extensive water or fire damage.

By signing up for our services, you agree that your space is safe and free of any infestations, mold, and does not have extensive clutter, structural damage, or is not an extremely unsanitary environment. If at any time a member of our staff does not feel safe in the environment, they reserve the right to leave the premises, or we can remove them. This includes but is not limited to if they feel threatened, encounter inappropriate behavior from a resident/staff of the location, or come across aggressive pets. Depending on the circumstance, our technician removal can result in cancellation fees.

Additional Safety Guidelines

Please continue reading to explore additional safety guidelines from our organization

Moving Items And Heavy Objects

To promote safety, we also do not allow our cleaning technicians to climb higher than a three-step stepping stool or to lift more than 35 pounds. If you would like areas to be cleaned behind heavy objects, please ask several individuals to help you to carefully move the object before your cleaning appointment.

Locked Door Policy

For the safety of our team members and the security of your space, we do not authorize our cleaning technicians to unlock doors for individuals who are unable to let themselves in. This policy ensures the safety of our staff and that your environment remains secure.

Law Enforcement and Dispute Resolution

Please feel free to reach out to us at any time if you have any disagreements concerning our services. However, in instances where a situation may require immediate law enforcement or emergency services, you reserve the right to act promptly and inform of the situation as soon as you can.

Non-Solicitation Agreement

We work hard to provide professional, trustworthy, and reliable services. In order to provide this service, our staff undergoes an extensive onboarding process and comprehensive training. This requires significant time and resources. As our customer, we ask that you do not solicit to independently hire any of our cleaning technicians to work directly for you.

By signing this document, you agree to not solicit the cleaning technicians of The Premium Cleaners LLC.

Our Contact Information

Company Name	The Premium Cleaners LLC
Company Email	support@thepremiumcleaners.com
Company Phone Number	(870) 275-9552
Company Mailing Address	361 Southwest Drive Ste 709, Jonesboro AR 72401

The Premium Cleaners LLC reserves the right to change the service agreement at any time without expressed permission. Any updates will be communicated through various communication channels such as email, social media, and our website.