



Terms of Service

Radiant Rooms Cleaner, LLC (“we”, “us”, “our”) offers in-home cleaning services to Clients (“you”, “your”, “yours”) under the following mutually agreed upon terms of service. These terms of service ensure high quality, consistency, and safety in the services we offer in your home.

General

Privacy

We are committed to privacy. Your personal and billing information will be used solely to provide the services you agree to. Further, your information will be kept confidential and will never be shared with or sold to any third party at any time unless a lawful situation requires us to do so.

Pricing

Our prices are determined by the scope of work and expected time to complete your service. If you have any questions about the price quoted or description of service, please do not hesitate to reach out to us. We are happy to discuss any concerns you might have and potentially offer an alternate solution. Please also discuss any service add-on or change requests prior to your scheduled visit; We will do the best we can to accommodate, but please understand if we need to schedule another visit to do so.

Insurance/Limitations

We are covered by a General Liability insurance policy (up to \$1 Million). Upon request, and prior to your service, we will be happy to provide a certificate of insurance. Please note that fraudulent or opportunistic claims will be prosecuted to the fullest extent allowable by law.

Our insurance and service limitations are as follows:

- We can clean anything we can reach using a two-step ladder.
- We cannot disassemble or reassemble any items (e.g. furniture, light fixtures, shower doors)
- We are not a remediation company and cannot provide services in homes with hazardous conditions.
- We reserve the right to refuse service or immediately stop cleaning if there are any signs of the following:
 - Pest infestations (e.g. roaches, fleas, bed bugs)
 - Animal infestations (e.g. mice, rats, squirrels)
 - Excessive or uncontrolled mold growth
 - Presence of human waste, blood, or bodily fluids
 - Hoarding conditions
 - Any other hazardous situations



Cancellations / Schedule Changes

Because your service is reserved especially for you, we ask that you communicate any schedule changes at least 48 hours before your service. Failure to do so will result in a cancellation fee of 50% of the service cost.

We define a “lockout” to refer to any instance in which entry to an unattended home cannot occur, or when entrance to any home cannot safely occur. To that end, please ensure that all parking spaces, stairs and steps, and entrances are free and clear of any obstruction or safety hazards, and in winter weather conditions, properly treated for snow and ice. We treat lockout situations the same as late cancellations and assess a 50% fee.

If severe or inclement weather is occurring, predicted to occur, or if road conditions do not allow for safe travel, we will make every effort to reschedule service for a time that works for everyone. We generally follow the local school districts when it pertains to cancelling our appointments for the day.

All other changes or cancellations based on circumstances beyond anyone’s reasonable control will be handled on a case-by-case basis.

Satisfaction Guarantee

If you are not satisfied with your cleaning, you must notify us within 48 hours. We will offer and schedule a re-clean within 7-days, at no additional charge. If after the completion of your re-clean, you are still not satisfied to the point where you would continue to recommend our service to your friends, you may discontinue future service with no further obligation.

Before Your Visit

First-Time Visit

On the day of your first service appointment, we will do a walkthrough of your home to ensure that we have an agreed upon understanding of the scope of work, provide an opportunity to point out any areas of special concern, or areas of exclusion. We will document that walkthrough on your customer profile so that we perform your service consistently from visit to visit.

Pre-Cleaning

You are hiring us to clean your home, so it’s not necessary to fully pre-clean before our arrival. A few small and easy tasks like picking up toys, bedding, and laundry from floors, or reducing clutter on tables, desks, or counters goes a long way towards helping us help you! It also allows us the time to focus on important details.

Small counter-top appliances can remain in place. They will be moved and wiped down while we clean. We also ask that you set your thermostat to a reasonable temperature (preferably 68-72° F), especially during the summer months. Homes that are too hot or cold will not be cleaned and a cancellation fee will be assessed.

Electricity and Water

We will need electricity and water to clean your home. Please ensure that your home will have electricity and running water on the day of service, especially if it is vacant and/or in the middle of being bought, sold, or turned



over. Late Cancellation/Rescheduling fees may apply if we need to make last-minute schedule changes because of this.

Security

We take the security of your home very seriously, and together we will establish a routine for entering and exiting. You are not required to be home for your visit, but if you plan to be, please simply open the door and let us in. If you will not be home, we are comfortable with alternatives including, but not necessarily limited to the following:

- Providing us a key directly.
- Providing the code to a lockbox, keypad, or garage.
- Leaving a hidden key for us to enter and then leave in the house when finished.

During Your Visit

Occupants

The ideal cleaning situation is when no one is home. We recognize this is not always possible, and all we ask is that you eliminate as many distractions as possible during service. Scheduling your cleaning on a day when there will be fewer people at home is preferred when possible. Please also secure pets and keep children in another area of your home during service, because equipment and products used during service may not be safe for tiny hands and paws.

Pets

We love pets, but the last thing we want to do is upset them during your service. We want the experience to be as pleasant as possible for everyone, so we do ask a few very specific things of you:

- Communicate ahead of time if you have any pets, and if we need to make any special arrangements during service.
- For safety and sanitary reasons, we do not clean up after sick pet(s) or pet accidents.
- If your pet may be overwhelmed by or become aggressive towards the presence of people or equipment in your home, please secure them in another area of your home during your service.
- If your pet likes to escape or run when doors open, please secure them in another area of your home during your service.
- We will be as careful as we can when it comes to your pets, exterior doors, and your service, but we will require the homeowner to bear full responsibility for pet safety. We simply cannot be held responsible for the escape or safety of any pet(s).

Product Usage

Our product choices consist of reputable, off-the-shelf, consumer-grade products like Dawn and Lysol, that have proven to do well for general cleaning. In bathrooms, we may need to use stronger products like toilet bowl cleaner and limescale remover, but we do not use any industrial-grade products.



If you have a specific product that you would like used to clean your home, we can certainly accommodate that request, but we will require that you supply the product for us. Similarly, if there is a product that you do not want used for any reason, please inform us.

Waste Disposal

Any waste collected from your home will be disposed of in the waste bin on the property. If no suitable bin exists at the time of service, please direct us where to leave any waste we collect. No waste can be taken with us or removed from the property.

Breakage/Damage

It is never our intention to damage or break anything, but as humans, unfortunately sometimes accidents do happen. If we do break or damage an item in your home, we will notify you immediately and then we will determine how to proceed from there.

We ask that you point out (or relocate) items that may be unique, of significant value, or those that may be irreplaceable. We also ask that you verify any heavy items hung on walls are properly secured before your service. We will make sure to take extra care around these items.

After Your Visit

Payment

Payment is due on the day of service. You are welcome to leave cash or a check on a counter or table, or you can pay directly on our website using most major credit cards, Google Pay, or Apple Pay. We will email you an invoice after your service is completed.

Quality Control

After your cleaning, you may receive a survey or feedback request. Consistent quality and your satisfaction are paramount to us, so please be honest; we cannot correct problems we do not know about.

We are not in the business of buying positive-only reviews. If you feel the need to leave a negative review, we ask that you at least communicate with us first, explain what happened, and give us an opportunity to correct any issues, so that you can talk about the negative situation that we turned into a positive one!

Referrals and Reviews

One of the biggest ways to thank us for our outstanding service is a referral. Refer us to family, friends, and co-workers, and earn bonuses and discounts! We would also love it if you would take the time to leave us a review on social media.



Acceptance

I acknowledge receipt of and accept the terms and conditions under which Radiant Rooms Cleaner, LLC provides cleaning services.

Further, I authorize Radiant Rooms Cleaner, LLC to enter my home, whether attended or unattended, during the ongoing duration in which I am an active customer, and for the sole purposes of providing my in-home cleaning services.

Signature

Printed Name

Date