

TERMS & CONDITIONS

Jams Pro Cleaning appreciates the opportunity to work with you and looks forward to serving you. Our commitment to cultivating long-term relationships with our customers is a source of pride. The following guidelines are designed to ensure a top-quality and mutually respectful working relationship

1. CLEANING SUPPLIES & MATERIALS

1.1: We provide all the products and cleaning equipment required to clean your home, including our Professional Grade, 4 Stage HEPA Vacuum.

1.2: Our cleaning products are chosen with care, emphasizing minimal chemical use. We primarily use plain dish soap, High-Quality Color-Coded Microfiber Cloths, and traditional scrub brushes.

1.3: If you have scent aversions, please inform us.

1.4: For liability reasons, our Teams are not permitted to use customer-supplied products and/or equipment without pre-approval from the office. We do not provide trash liners.

2. YOUR CLEANING DAY RESPONSIBILITIES

2.1: Ensure that the service location is in a comparable condition to what was agreed upon when determining your cleaning fee.

2.2: Remove clutter, toys, items of value, and any hazards that could cause injury to your cleaner.

2.3: Please minimize distractions to allow your cleaner to focus on the task at hand and adhere to the scheduled time commitment.

2.4: Ensure that the cleaners have access to the service location on the scheduled day. If areas are inaccessible due to clutter, the team will be unable to clean those areas adequately.

2.5: If the team cannot access areas of your home because of clutter (toys on the floors, clothes on the dresser, mail on the table, etc) they will be unable to clean those areas adequately.

TERMS & CONDITIONS

3. NON-EXCLUSIVE APPOINTMENTS

3.1: If scheduling other service personnel during your cleaning appointment, please reschedule us, as it may impact our time and working area. Rescheduling should adhere to our cancellation policy.

3.2: We are not responsible for securing your home when other service personnel have access to the service location simultaneously. We disclaim responsibility or liability for damage or theft during non-exclusive appointments.

4. ACCESS TO YOUR SERVICE LOCATION

4.1: If you provide us with a key, it will be kept secure and distributed to your cleaner for service appointments only.

4.2: Alternatives like a hide-a-key, door code, garage code, or loaner key are available options if you are uncomfortable issuing a key.

4.3: If cleaners cannot access the service address on the scheduled day, the lockout policy will apply, and a full cleaning fee will be charged. Please ensure the method of entry is fail-safe.

5. CLIENT PREFERENCES AND DATABASE

5.1: To serve you better, we keep a database of your preferences, special requests, and unique service location conditions.

5.2: Notes include information on pets, access, cleaning priorities, what to avoid, and required cleaning products.

5.3: Notify us of any temporary or permanent changes to your living conditions by emailing **Support@jamsprocleaning.com**. Changes that may result in additional fees include long-term guests, upcoming construction projects, or a new pet.

5.4: Communication about changes or issues directly with your cleaner is not effective. Your cleaner lacks the authority to bind changes, modify your engagement agreement, accept cancellations, or evaluate time/cost adjustments. Contact our office for such concerns.

TERMS & CONDITIONS

6. PESTS

6.1: We do not clean homes with a history of bedbug activity. You agree that there has been no bedbug activity in your home in the last 12 months. We do not clean homes with rodent feces present or rodent activity. We do not clean homes with insect infestations.

6.2: If evidence of pest activity is discovered during a team's visit, we will extract the team immediately, charging the full service amount and any costs required to decontaminate our team equipment and vehicle, up to \$500. When in doubt, please refrain from booking service.

7. PETS

7.1: We accommodate pets but reserve the right to remove cleaners from your home if a pet becomes anxious or poses a safety concern. If a cleaner leaves before completion due to an aggressive pet, our cancellation policy will apply.

7.2: Cleaning up pet messes, including litter boxes, vomit, urine, and feces, is your responsibility.

8. DEPOSITS

8.1: One-time, Initial, Move in/out, Deep cleans require a \$100 non-refundable deposit to secure service on the schedule.

8.2: This deposit, charged upon booking, will be applied towards the first service invoice.

8.3: Deposits can be transferred to a different service day if rescheduled within 4 weeks and arranged with two full business days' notice. Otherwise, the deposit becomes a cancellation fee.

9. PAYMENTS

9.1: Payment is due at the time services are rendered. We accept Visa and Mastercard as payment methods.

9.2: All billing inquiries should be directed to the office and not with the team onsite.

9.3: JAMS Pro Cleaning will charge an NSF fee of \$50 for all dishonored payments.

9.4: Pre-authorized credit cards will only be assessed the NSF fee after the third attempt. Attempts will be made daily, including expired credit cards.

TERMS & CONDITIONS

10. COLLECTIONS FEE

10.1: If your account goes into our collections department, a \$30 collections fee will be charged every 30 days.

10.2: Discount codes are not valid in collections debt, and the customer is expected to pay the full retail amount, including any added fees.

10.3: Late payments past 30 days from the date of the invoice will be placed into collections.

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11. TIPPING

11.1: Tipping is neither required nor expected but always appreciated. If leaving a cash tip, please leave a note clearly marked "tip" so our staff is aware they are permitted to take this money. We are unable to process tip amounts on your credit card payment/invoice.

12. RATE CHANGES

12.1: We reserve the right to evaluate rates at any time. In this event, we would contact you to discuss price & service.

13. PRICE & TIME ADJUSTMENTS

13.1: Rates for One Time/ Initial/ Move in-out/ Deep Cleans are billed at \$65 per labor hour. Rates for recurring cleans are billed at \$52 per labor hour. A Labor Hour is defined as one one hour of labor performed by one person. Therefore, a team of two working for one hour is two Labor Hours.

13.2: If more time than estimated on the Booking page is needed, we will call/text for approval. Estimated time is always indicated in the booking confirmation email.

13.3: Because we quote homes sight unseen, your One Time/initial/Move Out/in /Deep service could take more or less time than the amount estimated.

13.4: Should the team require more than the budgeted time, we will be calling/texting you for approval during the service at the number you provided at the time of booking, so please keep your phone on.

13.5: If the team requires additional time and we cannot reach you at the number provided, we will assume all additional time is approved.

TERMS & CONDITIONS

13.6: We include the load and unload time in the billable time. If additional time is required and requested but not approved, the team will exit at the original budgeted time, and we will advise of the items not completed.

14. GENERAL EXCLUSIONS

14.1: Our Teams are not permitted to move refrigerators, ranges, or any other heavy items; therefore, we will not clean behind them unless a homeowner can move these items for the team during the service. The following items are not included in any scope of service: wall washing, taking apart and washing light fixtures, chandeliers, removing and washing window screens, laundry, inside laundry appliances, hoarding situations, heavy organizing, sorting, or decluttering.

15. RECURRING SERVICE RATE

15.1: Your Recurring Service (after the Initial Clean) is rated at a reduced rate based on frequency, ease of scheduling, and the details and rooms quoted.

15.2: Anything additional, including the cleaning of rooms not originally quoted, needs to be arranged prior to the service with the office, as additional fees will apply.

15.3: Your Team is not authorized to deviate from the work order without prior approval from management.

15.4: If a flat-rate service is regularly rescheduled, we reserve the right to deny discounted flat rates, as discounts are established based on the consistency and frequency of service.

15.5: Weekly, bi-weekly, and monthly (every four weeks) flat-rate customers who experience a customer-initiated skipped service on their rotation will be billed based on the time skipped between the last and next clean on the following service. Cleanings skipped over four weeks will be billed as the first initial clean.

15.6: This additional time will be billed at the reduced recurring rate per labor hour. If no additional time is required, no additional time will be billed.

16. TEAM ASSIGNMENTS

16.1: Best efforts will be made to schedule the same team on a recurring service; however, due to circumstances beyond our control, we cannot promise the same team members on each visit.

TERMS & CONDITIONS

17. HEALTH & SAFETY

17.1: For health and safety reasons, our Teams will not move heavy items unless they can be lifted/moved with one hand while vacuuming.

17.2: Our Teams are only permitted to clean what they can reach with a two-step step ladder and a pole duster.

17.3: Climbing on counters or customer-supplied ladders or stools is not permitted.

17.4: We require clean non-marking shoes to be worn by staff at all times when working in your home.

17.5: Our Teams are not permitted to clean bodily fluids of any kind (urine, feces, vomit, soiled clothing, or other similar hazards). We do not touch litter boxes.

17.6: We are legally obligated to provide a smoke-free workplace environment, so please refrain from smoking in the home during your cleaning service.

17.8: We reserve the right to remove our Teams from your home should the environment become unsafe; our cancellation policy will apply.

18. ARRIVAL TIMES & PARKING

18.1: Due to the unpredictable nature of cleaning, we cannot guarantee our exact time of arrival unless you are scheduled in the First Spot of the day.

18.2: We require the flexibility to arrive and depart between the hours of 8:30 am and 4:00 pm.

18.3: For your convenience, we can provide you with an estimated window in which to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated window due to circumstances beyond our control, such as inclement weather, traffic conditions, unforeseen cancellations, etc.

18.4: Should we arrive for a scheduled service to find we are unable to access your home, turned away at the door, or waiting more than 15 minutes at the door; our Lockout Policy will apply.

18.5: We will do our best to send email/text reminders when your Team is en route to your home.

18.6: Parking fees will be passed along to the customer, where a free parking spot cannot be provided, or we will park in your driveway or in a visitor parking spot.

TERMS & CONDITIONS

19. WEATHER

19.1: JAMS Pro Cleaning will be unable to service homes that are outside of city limits on any day where highway travel is deemed unsafe due to inclement weather.

19.2: In the event of severe weather conditions such as tornadoes, flooding, and heavy snow, a SEVERE WEATHER DAY will be called.

19.3: In this event, you will be notified by 8:30 am via email that we have closed for the day. Re-scheduling will be subject to availability.

19.4: 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 service. The cancellation policy will apply.

20. CANCELLATION LOCKOUT POLICY

20.1: To cancel or reschedule, you must contact our office by phone or email at least 24 hours before your scheduled service time.

20.2: Cancellations made with less than 24 hours' notice are subject to a \$50 cancellation fee, charged to the credit card on file.

20.3: Rescheduling within 24 hours but not on the same day will incur a \$25 rescheduling fee.

20.4: Same-day cancellations are subject to a full service charge.

20.5: If a team arrives at the service location and is unable to perform the service due to access issues, customer unpreparedness, etc., the full cleaning fee will be charged.

20.6: If you do not wish to be rescheduled, we will consider your service a same-day cancellation and charge the full fee.

20.7: You may cancel service by email or by phone. Our phone number is **613-894-5267**. Our email address is **Support@jamsprocleaning.com**.

TERMS & CONDITIONS

21. LATE ARRIVALS AND NO SHOWS

21.1: Our Teams are scheduled back-to-back and cannot arrive late to your home or to our next scheduled appointment. If our team arrives and is unable to access your home, the lockout policy will apply.

21.2: If a team arrives late to your home due to unforeseen circumstances such as traffic, weather, or vehicle breakdown, we will inform you as soon as possible.

21.3: If our Team arrives on-site and you are unavailable or unprepared, you will be charged the full amount for the service.

21.4: We do not guarantee any specific arrival time but rather provide a general window. Please ensure access is available throughout the scheduled window.

22. SERVICE SATISFACTION GUARANTEE

22.1: If you are not satisfied with your service, please contact our office within 24 hours to report any concerns or issues. We will address the situation promptly.

22.2: We do not offer refunds but will gladly return to address any issues that may have been overlooked during the initial service.

22.3: We reserve the right to send the original Team for the service recovery.

22.4: Once we leave your home, all work performed is considered satisfactory.

22.5: Concerns communicated to your cleaning Team will not be addressed.

22.6: All Team concerns must be communicated to our office via phone or email. The phone number is **613-894-5267**, and the email address is **Support@jamsprocleaning.com**.

23. BREAKAGE/DAMAGE

23.1: To prevent disputes, we will take before and after pictures of any damages that already exist and areas that we have cleaned.

23.2: Our teams follow a strict and timely procedure to communicate all breakage/damage with the office immediately so that we can pass all necessary information on to the client as soon as possible.

TERMS & CONDITIONS

23.3: In the event that we break or cause damage to your property during cleaning that has not been reported, a report must be submitted within 24 hours of the service.

23.4: To submit a report, send an email to **Support@jamsprocleaning.com** with the following information: What exactly was damaged, what is the fair market value of the damaged item, photos showing the damage on the said item.

23.5: Unfortunately, if a report is not filed within 24 hours of the date of service, we will be unable to file a claim and thus cannot pay, fix, or refund for damages caused.

24. REFERRAL REWARDS PROGRAM

24.1: JAMS Pro Cleaning offers a Referral Rewards program. Refer a friend that signs up for recurring service (weekly, bi-weekly, or monthly), and YOU get a \$50 Credit on your account.

- Referrers must be Current Recurring Customers.
- Referrals must be New Customers.
- Credit applied after the first recurring service.
- Referrals must be submitted prior to booking.
- Earn unlimited Credits; cannot be combined with any other promotional offer.

25. APPOINTMENT REMINDERS

25.1: Our services include text notifications and email reminders to help keep you on track.

26. DISCLAIMER

26.1: It is your responsibility to advise us of your preferences, special requests, and unique service location conditions when booking.

26.2: 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.

26.3: All cleaning products supplied by you that may cause damage to any surface will not be the responsibility of JAMS Pro Cleaning.

27. EXCLUSIONS

27.1: We do not provide cleaning services:

- At heights requiring a ladder taller than a two-step step ladder.
- In garages, attics, or unfinished basements.
- Inside fireplaces or wood-burning stoves.

TERMS & CONDITIONS

- On permanent or stubborn stains (e.g., those in wood, granite, red wine, blood, soot).
- On uncommon spills (chemical cleaners, hazardous materials, wax, ashes, sawdust, glue, and glitter).
- Blood, feces, vomit, or urine from animals nor humans.
- Crystal Chandeliers, China Cabinets.
- Wall washing, scrubbing of painted walls, or excessive mold.
- Cleaning the exterior of the home or any other part of the home exterior.
- Wiping light bulbs.
- High levels of trash or clutter, haul trash off-site.
- Organizing.

28. NON-SOLICITATION AGREEMENT

28.1: During the course of the agreement, the client shall not solicit employment from any JAMS Pro Cleaning employee. In the case of termination of this agreement, the client shall not solicit employment of any JAMS Pro Cleaning employee for the duration of a 12-month period.

28.2: Violation of the Non-Solicitation Agreement will result in a \$2,500 Recruitment and Training fee charged to the client, to be paid in full upon request.

28.3: Employees of JAMS Pro Cleaning are required to sign a Non-Solicitation Agreement, prohibiting them from soliciting or accepting business from current or former clients while employed at JAMS Pro Cleaning and for a period of a 12-month period after termination.

28.4: 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.

29. TERMINATION OF RECURRING SERVICES

29.1: Service may be terminated at any time by either party for any reason. At least 2 full business days' advance notice is required to cancel services, or the late cancellation fee will apply.

TERMS & CONDITIONS

30. WHEN CHARGES MAY OCCUR WITHOUT A CLEANING

30.1: Listed below are situations that affect our ability to work in a safe environment and/or complete the job adequately. If we cannot work in a safe environment and/or complete the job adequately, we will charge you the full price for the cleaning (even if the cleaning was not completed or even started).

This list is not meant to be fully inclusive. In fact, there are many things outside of our control that could result in you getting charged without completing the job. Rather, it outlines the most common circumstances when we may charge the full price without actually cleaning your home:

- If one or more utilities are not working.
- If the air conditioner is not working in the Summer (or other periods of heat).
- If the heat is not working in the Winter (or other periods of cold).
- If we do not have safe walking access to your home (i.e., snow/ice on your steps).
- If we do not have safe driving access to your home (i.e., snow/ice on your street).
- If there is human waste present.
- If there are environmental hazards present.
- If you do not provide the required notice for a cancellation or reschedule.
- If our cleaners feel unsafe due to animals inside the home (i.e., snakes, dogs, etc).
- If our cleaners feel unsafe due to dangerous items inside the home (i.e., guns, drugs, etc).

31. CONTACT INFORMATION AND BUSINESS HOURS

31.1: Our offices are open 8 am-5 pm, Monday–Friday.

31.2: We are closed on Sundays and all major holidays.

31.3: 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.

31.4: Contact us at **support@jamsprocleaning.com** to communicate changes or call our office at **613-894-5267**.

31.5: We always respond to inquiries promptly during business hours.