



## Terms of Service Agreement

Below are our Service Policies, which are intended to ensure quality, safety, and consistency in our work. By using the services of Unique Cleaning Company, you agree to abide by the following terms and conditions:

Unique Cleaning Company, reserves the right to make amendments to these conditions without giving prior notice. By requesting Unique Cleaning Company to provide service by any means including telephone, email, fax, booking form and or direct conversation – the client accepts that these terms and conditions are binding.

**Privacy Policy** - We are committed to keeping your information confidential. We do not sell our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will only use your personal and billing information solely to provide the service you hire us for.

Unique Cleaning Company provides environmentally friendly products and nearly all equipment required for cleaning your home, condo, and apartment. You will need to provide a toilet brush and running water. If you would like us to use specialty products, we ask that you leave them out with any special instructions. Cleaning is done assuming all surfaces are sealed, i.e. countertops, floors, etc. If you are aware of any surface that is not sealed, please notify us so that we may take appropriate actions. Please note that our staff do not use bleach, javex, or other extremely harsh chemicals for health and safety as well as the environment.

**Security** - We take the security of your home very seriously and work with each homeowner to establish a routine for entering and exiting. Current methods include but are not limited to:

- Letting us in on the day of service if you will be home when we arrive

- Providing us with an extra key
- Providing us a lockbox, keypad, or garage code
- Leaving us a key under a mat or pot to use and return or leave in the house when finished.

We do not return keys by mail. Keys must be hand delivered in person to the customer; the customer must present a picture ID before a key will be released.

**Referral-Receive Bonuses and Discounts** when you refer us! We love referrals and appreciate it when you tell friends and neighbors about our service. Thank you for your confidence in us!

**Satisfaction Guarantee** - If you're not 100% satisfied with the quality of cleaning of any of the serviced areas of your home or office. We ask that you advise the office within 24hrs of your service, Unique Cleaning Company will send a cleaner back to address any areas in which we fell short within 2 days of your original scheduled cleaning. We will revisit your home or office at no extra charge. We cannot guarantee the removal of mold, mildew, grime, soap scum or pet odors – we are professionals and will do our best to tackle the areas. We are also not responsible for rejuvenation of caulking, grout, molding, or carpeting. Due to the subjective nature of the cleaning industry, we do not offer refunds to customers.

Please email us at [uniquecleaningcompany@gmail.com](mailto:uniquecleaningcompany@gmail.com) or give us a call at 613-618-2304, and we will address your concerns in a timely and professional manner.

**Quality Control** – Our quality control system consists of email requests for feedback after each visit. It is interactive and dependent upon your feedback and communication to function. We need your input on the overall experience and quality you are receiving so that we may address issues that are important to you. We will correct or address any issues we are made aware of.

**Cancellation/Rescheduling** - Because we reserve a time especially for you, please call, text, or email our office no later than 48 hours in advance of your cleaning service to cancel or reschedule your cleaning appointment. If you must cancel your appointments, we respectfully request 48 hours notice. Missed appointments, or appointments canceled without 48 hour notice, in accordance with our policy will result in a fee of 50% of your bill. In case of a 24 hour cancellation, fee will be 75% of the bill. Refusal of letting our staff in for service or missed appointments after confirming your appointment will result in full payment.

**Price changes**- The price for your recurring service is based on time between cleaning. Rescheduling your cleaning can result in the cost of your service being less than, more than or the same as your last cleaning. This could also affect your slot with your schedule or lose your preferred cleaning staff. We understand some things are out of control. Keep in mind that our professional cleaners are paid based on the schedule they work daily; last-minute cancellation

equals less income for the teams. Frequent cancellations may result in losing your space. We appreciate your understanding.

Weekly (once a week )

Bi-weekly (Every two weeks but no more than weeks since the last cleaning)

Three-weeks ( Every three week but no more than weeks since the last cleaning)

Monthly ( Every four weeks but no more than five weeks since the last cleaning)

**Example 1:** Weekly clients who “skip” a cleaning, creates a bi-weekly rate.

**Example 2:** Bi-weekly clients who “skip” a cleaning creates a four-week interval between visits and rate will be applied.

**Electricity and Water Notice :** We cannot work effectively in a house without electricity or running water. Please ensure that your home - especially if it is empty and in the middle of being sold/bought/turned over - will have electricity and running water on the day of service. Late Cancellation/Rescheduling fees may apply if we need to make last-minute schedule changes due to lack of electricity or water.

**Getting Ready for the Cleaning–** Please don’t “clean” before we arrive, but do “pick up” as much as possible; for example, clearing the floors of clothing and toys, clearing surfaces of small items such as pens, coins, important documents, etc. Please don't worry about countertop appliances and small pieces of furniture - we clean and move those as we go. This type of pick-up will allow us to focus more on detail and quality for you.

**The Setting-** The ideal cleaning situation is when no one is home. Since that is not always possible, please eliminate as many distractions as possible so we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home. Please secure pets and keep children in another area as we are working with equipment and products that may not be safe for children.

**Trash Disposal-** We require that we leave any collected trash in the garbage bin at the homeowner’s location. We can not take trash with us.

**Pets-** We love them! The last thing we want to do is upset your pets as we clean, and we'll work with you to make the experience pleasant for all involved. The following are our policies regarding pets:

- Let us know ahead of time if there are any arrangements you have in place for your pets while we clean. For sanitary purposes, we do not clean up after sick pets or pet accidents.
- Please secure any pet that may be overwhelmed by our presence and/or pose a threat. Please secure any pet that is likely to try to run out the door and escape the house.
- The obligation for the control and care of all animals on the premises is on the customer. A Unique Cleaning Company can not be held responsible for the escape or safety of pets.

**Damages/Breakage** - We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of our cleaning professionals, it must be reported to the company within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were damaged because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

Glass Shower Door(s), Toilet(s), Faucet(s) You are responsible for notifying us if your glass shower door(s), faucets, or toilet are NOT 100% secure. If upon inspection the team recognizes that your shower door(s), toilet, or faucet are not fully secure, you will be notified of the risks immediately. At that time, you have the option to decline the service of that item, or we can proceed with service. If the client decides to proceed with service, the client agrees not to hold Unique Cleaning Company nor its employees responsible if this results in the shower door, toilet, or faucet being damaged. Unique Cleaning Company is not responsible for any damage (water damage included) due to the faulty and/or improper installation of any item. This includes but is not limited to any water damage caused by toilet over flooding, loose or leaky faucets, or water dispenser on the refrigerator.

We do not clean inside curios, china cabinets, or clear wet bar shelves and chandeliers. Please move expensive figurines or glassware to a location we do not clean or have us skip that area completely if you do not wish to accept the risk. We will cover the cost of repair or replacement of items when the breakage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement by Unique Cleaning Company.

**Insurance** – Unique Cleaning Company Services and all employees are covered by up to \$2 million in general liability insurance. Fraudulent claims will be prosecuted to the full extent of the law.

### **Special Policies and Service Limitations**

1. Our cleaning technicians do not climb higher than the company's two-step ladder.

2. We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be transparent and informative as possible, some things that we don't offer include, but aren't limited to:

Disassembling light fixtures  
Disassembling seals on shower doors  
Disassembling furniture to clean it  
Disassembling any appliance (besides oven racks and fridge shelves)  
Lifting or moving heavy furniture over 15

lbs. Lifting or moving large fragile items  
Removing permanent stains from furniture, floors, cabinets, carpets, etc.  
Carpet steam cleaning  
Washing the walls (spot cleaning only)  
Hand-scrubbing floors

3. We are not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. We reserve the right to refuse to clean (or immediately stop cleaning) if there are signs of the following problems, and we must charge our lock-out fee of 50% of the scheduled cleaning. This is not an exhaustive list.

Pest infestation – cockroaches, bedbugs, fleas,  
Animal infestation – birds, mice, rats, bats, etc.  
Excessive/Uncontrolled Mold Growth

Human waste, blood, and bodily fluids  
Hoarding  
Other hazardous situation

**Valuables** - If you have valuables or heirlooms, including but are not limited to any irreplaceable, collectible, or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money and credit cards and checkbooks as well. We are not responsible for missing currency.

**Extra Services** - If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

**Employees** - All employees go through rigorous training to learn every aspect of the detailed Unique Cleaning Company standard. They know what is required and what is expected on every cleaning visit. For your protection and peace of mind, all employees undergo a background check, reference check during the hiring process. During the course of the agreement the client shall not solicit employment from any Unique Cleaning Company employee. In the case of termination of this agreement, the client shall not solicit employment of any Unique Cleaning Company employee for the duration of a 12 month period. 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. Employees of Unique Cleaning Company are required to sign a Non-Solicitation Agreement, prohibiting them from soliciting, or accepting business from current or former clients while employed at Beaver Maids, and for a period of 12 months 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.

**Cleaner safety**-Unique Cleaning Company reserves the right to remove its cleaners from your home should the environment become unsafe, and our cancellation policy will apply. We ask that all members of your household do not follow our staff around while they are working inside your home. Should the home present health risks relating to viral, mold, bacteria, and / or infestation, we reserve the right to remove our staff from the home, and the cancellation policy will apply. This may apply if our staff enter a home and someone in the home is sick and / or showing symptoms of illness, and the staff do not feel comfortable. If you are unsure, please contact our office immediately. All employees are covered under our workers' compensation policy, liability insurance, and bond.

During the winter months, we require all clients to ensure sidewalks or walkways free of ice to prevent slip and fall injuries.

All of our employees are instructed not to touch/clean any areas or items they deem unsafe or unsanitary. For sanitary reasons, we are not able to clean humans or pet feces, urine, vomit, or blood.

**Lifting & Climbing & Bending**-Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items heavier than 20 lbs, or clean floors on their hands and knees with the exception of bathroom floors. These types of activities put our cleaning staff in danger of back injury or could even damage something in your home. However there might be times when you want us to move furniture for example: tables, large chairs, etc. In these cases, we are not responsible for their breakage due to aged/old or faulty manufacturing, nor are we responsible for any damage moving these items may cause to your floor. The cleaning team will not move furniture that contains electronics. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/dryer) however if you move it prior to the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into their proper place as well.

**Our Cleaning Staff DOES NOT:** Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equipped

Unique Cleaning Company reserves the right to refuse to service a home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged a cancellation fee.

- Clean the interior of curio cabinets (will only feather dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean Chandeliers
- Provide stain removal
- Wash walls (we spot clean only)
- Clean exterior of windows
- Remove Rust
- Remove Paint
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lb
- Making of beds
- Washing dishes

Unique Cleaning Company:

Operates Monday through Friday from 8:30 to 5:30pm

Saturday- 9am to 3pm

Sunday- closed

After hours and weekends, a voicemail/ email can be left and we will return it on the next business day.

Our office is closed and there will be no cleanings scheduled on the following holidays:

- New Year's Day
- Good Friday
- Canada Day
- Thanksgiving Day
- Boxing Day
- Family Day
- Victoria Day
- Labour Day
- Christmas Day

Note: Unique Cleaning Company will have to readjust customers schedule if your cleaning falls on one of these dates listed above.

**Payments**-Payments are due in full upon completion of service. For your convenience, we gladly accept e-transfer and credit card payments. We don't accept checks for move-in/move-out and post construction. Special requests will be given to recurring customers. We can no longer accept cash payments. There is a \$50 returned check fee regardless of the reason.

E-transfer email address [uniquecleaningcompanypa2022@gmail.com](mailto:uniquecleaningcompanypa2022@gmail.com)

All move-out/move-in cleaning and post construction require a \$100.00 deposit which is NON-REFUNDABLE. This deposit will go towards your final payment. Method of payment for all services is E-transfer and all major Canadian credit cards. Note: This is not a contract for service but rather an acknowledgment that you have read and understood our policy.

By visiting this website you are agreeing to the terms & conditions.