



Today`s Maid Service, Inc. Agreement

- **Today`s Maid Service, Inc (TMSINC)** reserves the right to reevaluate rates at any time based on the time it is taking to perform our service to meet the client`s standards. We will monitor the actual cleaning time for the first 2-3 months of service and occasionally thereafter. TMSINC will contact the client to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.
- **Please make sure that we can enter your home**, either by providing us with a key, a code, or having someone to open the door for us. We reserve the right to assess our minimum fee of \$59.95 if we receive less than a 48-hour notice for skips, cancellations, or if our staff is unable to gain entry. There will be a 20% additional charge if service is skipped two or more consecutive times.
- **Payment for service may be made by cash or check or cc.** Although greatly appreciated, please understand that tipping is not required. If you do choose to leave a tip, please leave your gratuity on the outside of your payment envelope.
- **Client agrees to pay the price quoted at the time of service.** A \$10 (minimum) handling fee will apply if payment is not received for deposit at the time of service. A 12% finance charge will be added to unpaid balances over 30 days. All bank charges incurred due to NSF checks will be passed on to the client at a flat rate of \$35 per check. While we make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. TMSINC must be notified within 24 hours of service if damage is discovered.
- **TMSINC is not responsible for damage due to faulty and/or improper installation of any item.** All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.
- **If you request to have your laundry done by TMSINC**, it is your responsibility to instruct our maid on any special instruction regarding the care of your items. TMSINC will not be held responsible for damages due to lack of instructions.
- **If we are specifically requested to clean inside of a hutch/china cabinet**, dust any computer equipment or wash dishes, the client agrees not to hold Today`s Maid Service Inc or any of its employees responsible for damage to any article or component.
- **For the safety of our employees**, please make us aware of the location of any and all firearms. Our employees have also been instructed not to lift any items over 20 pounds.
- **For the safety of our employees they have been instructed to never open the door while in a customer`s home** with the exception of one of TMSINC managers. From time to time a field manager will be stopping by just to follow up on the cleaning. This is to insure that the service provided meets TMSINC standards.

- **Your pets are important to us.** For their safety as well as ours, please let us know how they should be handled. TMSINC is not responsible for cleaning out litter boxes or any messes due to ill pets.
- **Please let us know if you have a preference for a certain product that you would like us to use.** We will do our best to accommodate your requests.
- **We do our best to be as flexible as we can with the schedule to accommodate the needs of all our clients.** During the holidays we appreciate your flexibility as we attempt to fill our clients' many requests for additional service.
- **Today's Maid clients may not solicit our employees,** contractors or affiliates to be contracted or employed by you or your affiliations for cleaning, organization, errand services of any kind. If you would like to hire or contract one of our workers or providers to work independently for you or your affiliates, you may do so by informing our office and paying the \$3000 referral fee.
- **TMSINC may change the Terms and Conditions of this agreement upon reasonable notice to the clients.**

Cancellation Policy:

Please let us know at least 48 Hours in advance if you need to cancel this appointment. This will allow us sufficient time to schedule our housekeeper with another client.

Our 48 Hour Cancellation Policy is designed to protect our housekeepers from loss of income. If you cancel your appointment with less than 48 hours notice, you will be assessed a cancellation fee equivalent to our base rate for four (4) rooms.

Thank you for your cooperation and confidence in our agency. It is our pleasure to serve you. If any of the items listed on the Scoreboard have not been done satisfactorily, please call us within 24 hours so we may resolve the situation. It is very important to us that you receive the best service available. Please sign and return the white copy to our office.

Client Acknowledgement:

As a client of Today'sMaid Service, I understand that once I have accepted an appointment time, and have been placed on a house cleaner's schedule, that I have agreed to all of the terms of this agreement. If there are any terms of this agreement that I do not agree with I will request in writing an amendment to the agreement. I understand that I will not be placed on a schedule until a mutual agreement has been reached.