

One Time/Deep/Recurring Customer Guidelines

Thank you for entrusting Bernal Cleaning with your home cleaning needs. To ensure the safety of our employees and to establish clear expectations with our clients, we have developed guidelines that we ask you to observe. We believe that following these guidelines will allow us to provide the highest quality cleaning services and continue to make your home sparkle for years to come. We kindly ask that you carefully review and sign these guidelines before our first cleaning and feel free to contact us if you have any questions.

How to Prepare for a Cleaning:

We are committed to providing you with exceptional cleaning services and leaving your house in immaculate condition. To ensure that we deliver the highest quality of service possible, we kindly request that you prepare for our arrival by putting away any items that could obstruct us from cleaning specific areas, such as loose papers, toys, and other objects. Please make sure that all dishes are put away to enable us to clean your kitchen thoroughly, and any sensitive materials are stored away.

Payment Policy:

Balance is required in full on the day of service. The cleaning technicians do not handle payments. For the month of January, you may continue to use your existing payment methods, including cash, check, Zelle, or Venmo. In February, we will provide updated information on our new digital payment options.

Tipping is optional but appreciated.

Valuables and Personal Items:

We recommend that you securely store any valuable items, including jewelry, cash, important documents, or sentimental belongings, in a designated and locked area during our cleaning sessions.

If you have any concerns about specific items, please communicate with our office beforehand so that we can address your requests appropriately.

Bernal Cleaning cannot be held liable for any loss or damage to items that are not properly secured during our cleaning sessions.

Biohazard:

Bernal Cleaning values the health and safety of our employees, and it is important that we are informed of any potential biohazard situations. These may include mold, rodent or bug infestations, or human or pet waste. If a biohazard situation is detected, our cleaning technicians will be unable to provide service, and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing that the situation has been resolved.

Safety:

Our top priority is the safety of our clients and cleaning technicians. To maintain safety standards, Bernal Cleaning is insured and bonded and is unable to perform any cleaning from anything higher than a three-step ladder. Heavy or large furniture must be moved away from the walls to clean behind them, but our cleaning technicians cannot move furniture, appliances, or other heavy objects to prevent damage and ensure safety.

Time of Service:

Due to our dynamic schedule and the fact that cleaning times vary, it is difficult to commit to an exact arrival time, except for early morning appointments. Our service hours are between 7:00 a.m. and 2:00 p.m., and we aim to arrive at your home within a one-hour window of the estimated time provided.

Entry to the Home:

We offer three entry options:

- The client may choose to be present at home to grant access to our cleaners on the day of the service. The client should ensure that the home is prepared for cleaning. If the cleaner is turned away or no one is home, the client will be charged half the service price for that day.
- The client can provide a garage door opener or code to gain entry. If the code provided is incorrect, resulting in lockout, and the cleaner cannot gain access, the client will be charged a cancellation fee of half the price of the day's service.
- The client can purchase a lockbox to store a key and provide the passcode to Bernal Cleaning. If the key is not in the lockbox or the code does not work when the cleaner arrives to clean the home, the client will be charged a cancellation fee of half the price of the day's service. Bernal Cleaning will not be held liable for theft or damages if the client chooses to leave a key in an unsecured location.

Home Alarm Systems:

Bernal Cleaning will not be responsible for any false-alarm charges resulting from code changes that are not communicated before service.

Schedule Changes, Cancellation of Service:

Clients should provide a 48-hour notice for rescheduling, adding, skipping, or canceling service. Failure to give sufficient notice will result in a 25% charge of the cleaning fee, while same-day cancellations will be charged half the service rate. All cancellations must be made through our office. A cancellation will cause the rate for the next cleaning to increase to the next level.

Price Increases:

Clients will receive advance notice of any price changes. Bernal Cleaning reserves the right to raise prices at any time.

Breakage:

Bernal Cleaning cannot be held responsible for damage caused by unstable items such as pictures not hung securely, items with unstable bases, floating shelves, or improperly secured items. The client is responsible for cleaning curio cabinets, figurines, glassware, and items of extreme or sentimental value. If a cleaner breaks an item, Bernal Cleaning will pay up to \$100 per item or the replacement cost with verified value. The client must save the broken item for inspection.

Damage:

The client should point out any damage to surfaces during the walkthrough and before the service begins. Bernal Cleaning is sometimes called in to correct the damage that was already there or that another

cleaning company was responsible for. In this case, we may require that the client sign off on a pre-existing surface damage waiver.

In areas of the home with extreme clutter, Bernal Cleaning reserves the right to skip those areas in order to avoid damaging items or injuring the cleaning techs.

Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.

Bernal Cleaning uses nontoxic products that do not stain or warp any surfaces. If you would like us to use your products instead, please understand Bernal Cleaning will not be held liable for any damage caused by your products. To prevent damage and for the safety of our cleaning techs, bleach will not be used even if requested.

Our Guarantee:

We want all of our clients to be absolutely delighted with the cleaning service! Report any concerns to (773) 999-1384 or to bernalcleaning@gmail.com within 24 hours after the service. We will return and reclean the area(s) of concern at no charge.

Acknowledgment and Record Keeping:

We appreciate your cooperation in reviewing and acknowledging our updated guidelines for residential cleaning services. To complete this process, please sign and date below. After signing, kindly leave this document in your kitchen or foyer for our team to collect during your next scheduled cleaning. We will scan a copy for our records, and you are encouraged to keep this signed guideline for your reference.

Your signature confirms your understanding and agreement to the terms outlined in this document. Thank you for entrusting Bernal Cleaning with your cleaning needs.

Client Signature: _____ **Date:** _____

If you have any questions or concerns, please don't hesitate to reach out to us via phone or email.

We value your partnership and look forward to continuing to provide you with exceptional service.

Best regards,

Victoria J Ponce

Ana M Ponce

Paula D Piedlow