



If you are unsatisfied with the housekeepers, please call and we will send another team. Housekeepers are not "one size fits all".

**VERY IMPORTANT:** If the cleaning is not up to standard, please advise us immediately. Our teams have years of experience, but the cleaners are humans and mistakes can occur. It is uncommon, but if we do not perform up to yours and our standard, we 100% guarantee our service and will come back at a time and day convenient for you to fix it (reasonable amount of time to fix issues would be within a week). Problems must be reported within 24 hours. We understand extenuating circumstances, so we will work with you in certain situations outside of these parameters. We want you happy! It is also important that our teams fix their mistakes for accountability purposes and so they can learn and not repeat these things in the future.

**SALES TAX** - We are required by the State of Texas to charge 8.25% sales tax. We keep none of this. The link to the state page where it says this is below.

<https://comptroller.texas.gov/taxes/publications/94-111.php>

You may reschedule, skip, or cancel any of your cleanings. We do ask for a 24-hour notice of any of these actions. Without a 24-hour notice there is a \$34.00 cancellation fee. The full amount will be charged to the credit card on file for cancellations happening at your door. It costs the girls in their pay when they have a hole we cannot fill due to a customer not cancelling until after we have arrived, plus the gas used to come out, daycare expenses, etc.

The housekeeper(s) need(s) to be able to work freely and without distractions. Be advised that if the housekeeper(s) is/are subject to distractions that affect her ability to work, she may not efficiently complete items on your to-do list. We don't mind if you are home- just make sure the ladies have space to work.

If for any reason a housekeeper feels that their personal safety is in danger enough to leave the job site- due to actions by the customer or others at the job site-, the customer will still remain liable for the full cost of the job. We do not clean feces. **HUMAN OR ANIMAL.** If you have animal or there are human waste issues at the home please disclose it to us and we will see if we can help you. Please do not omit this information.

The housekeeper(s) and The Maid Place, LLC assumes no liability for damage or loss of items that are not secured in a proper manner or were previously damaged before cleaning (example: heavy pictures hanging from thumbtacks, or dings in furniture that were there before we cleaned). Furthermore, housekeeper will assume no liability for damage or loss caused by the negligence of the customer.

Should damage occur due to the negligence of housekeeper, please notify us immediately so we can rectify the situation.

SUMMER CLEANINGS\*\*\*\*\*

It is hot in Texas in the spring and summer months. We require the air conditioner be set to no higher than 75 degrees on your cleaning day during the hot months. Cleaning is hard work and the girls will do a better job if they are comfortable while cleaning. A hot home also puts them at risk of heat stroke. For move-out cleanings, please turn it on the night before if you are no longer living there. When it is 90+ degrees outside, it is even hotter in a vacant apartment. Turning the AC on when we get there will not give it time to cool off before they FINISH the cleaning, let alone while they are cleaning. We will charge a cancellation-at-the-door fee if we get there and there is no air conditioner on. If the girls are willing to clean in the home without air conditioning, expect a significant increase in the price.

MOVE OUT CLEANINGS\*\*\*\*\*

Make sure your ELECTRICITY and WATER will not be shut off until the day after your cleaning is completed. We will charge a cancellation-at-the-door fee if you cannot get it back on to reschedule. There will be a \$50 travel fee if you have to reschedule due to utilities being off to cover the teams gas and time. Also make sure all furniture and trash is removed from the apartment or home prior to our arrival. If the oven is in bad shape, pre-spraying it with Easy-Off the night before (or running the self clean cycle if it is self-cleaning) will make the end result much better.

The following outlines our non-compete agreement: In short, it states that you cannot circumvent us and try to hire our girls "on the side". Asking our teams to do that puts the team in an awkward position and can potentially cost them their job, so we ask that customers please don't put them in that position as they too have signed non-compete clauses when they were hired. It's worded more formally below.

- a) Collaboration is solely by and between, The Maid Place, LLC and the Homeowner and can take place via email, phone, or any other means proposed.
- b) While this agreement is in effect, and for 5 years following the last service with our company the Homeowner is not allowed to directly hire (directly pay) or work with the housekeeper provided unless the Homeowner pays an exit fee (see paragraph d). The customer may not hire any housekeeper that is still employed with the Maid Place outside of the company even after the 5 years is up.
- c) After the Homeowner has ended its collaboration with The Maid Place, LLC the Homeowner is not allowed to directly hire or work with the Housekeeper without written consent from The Maid Place, LLC. In the alternative, if Homeowner fails to seek written consent then Homeowner shall not directly hire or work with housekeeper prior to the expiration of one year from the date this Agreement. In either event, the exit fee described in paragraph (d) below is expected to be paid in a timely fashion.
- d) The Homeowner may also pay an exit fee of \$1,750.00 to The Maid Place, LLC after six months of services are provided if the Homeowner wants to hire and work with the human resource directly (\$1,750.00 per Housekeeper). Once the Homeowner has paid the exit fee, The Maid Place, LLC will no longer be responsible for monitoring and managing the Housekeeper, including, but not limited to, scheduling, information security, quality of services and any other act pertaining to the daily work duties of Housekeeper. The housekeeper will also be uninsured by The Maid Place, LLC.
- f) If Homeowner fails to pay the above-described exit fee, then The Maid Place, LLC shall reserve the right to pursue a claim for damages. Both parties acknowledge the difficulty of calculating damages under this non-compete clause. As such, both parties agree that in the event of any violations, The Maid Place, LLC will be entitled to liquidated damages of \$10,000, set for the purpose of

discouraging violations, which liquidated damages are to be awarded in favor of The Maid Place, LLC and against Homeowner.

Although the housekeepers are professionals, they are not miracle workers. Sometimes they are called in too late to correct damage that is already done, or items may take a couple of cleanings to look their best. We will work with you and the housekeeper in the most cost-effective way to try to remedy these spots in your home.

No representation or warranty made by any other person, expressed or implied other than the president of The Maid Place, LLC, which is not specifically set forth herein shall be binding upon The Maid Place, LLC.