



Terms & Conditions

Payments for Services & Refunds

Payment for cleaning services is due in full at the time of service unless other arrangements have been made. A valid credit card/debit card must be on file in order to schedule services. We currently utilize Square to secure and process your credit card information. If you will be paying by check or cash on a regular basis, and no one is going to be home on the day of your scheduled cleaning service, payment must be left on the counter. If we arrive to clean and there is no payment, we will contact you immediately. If you are not available, we will try and process the credit card number on file. If we are unable to contact you and are unable to charge the credit card on file, we will need to reschedule your appointment and you will be charged a cancellation fee.

Helix Cleaning Services LLC gladly accepts payment in the following forms: Cash, Personal Check, and Credit Cards. Please make checks out to Helix Cleaning Services LLC. Should a check be returned, a \$ 35.00 Returned Check Fee will be added to your account. Helix Cleaning Services LLC does not accept post dated checks.

All initial, deep, one-time, move in/out and seasonal cleanings are based on a flat rate. Regular Clients- If paying by check or cash on a regular basis, please leave all payments for services on the kitchen counter. We pride ourselves in giving superior service to our clients. We go above and beyond to make sure you are completely satisfied with your cleaning service. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return to re-clean the area/areas you are dissatisfied with at no additional cost to you.

In the event a payment arrangement was made and an invoice was sent, Helix Cleaning Services LLC may charge a late fee for any amounts which are not paid when due. The late fee will be 10% of the subtotal each month the invoice is not paid. Customers shall also be responsible for all costs of collection (including reasonable attorneys' fees) to collect overdue amounts.

Tipping

Gratuity is not required but always appreciated for a job well done. 10 - 15% is the general rule of thumb.



If you are happy with your cleaning and choose to leave gratuity, please leave tip at your home on cleaning day (separately from cleaning payments). We also offer the convenience of doing this by charging your credit/debit card on file.

Skipped Cleanings & Cancellations

As a Helix client, a part of what you pay for is a consistent spot on our schedule. Having a consistent spot insures that you receive a discounted rate. Any gaps in regular service MAY increase your rate if additional time is needed in order to bring your home back to maintenance level. A cancellation fee will also apply if you do not cancel at least 24 hours in advance or the night before. (See below)

If you need to cancel or reschedule your cleaning service, please give us at least 24 hours notice. Please consider our scheduling/preparations and that we are reserving a time slot for your cleaning. A fee of \$45.00 will be applied to all accounts that are not canceled/rescheduled at least 24 hours before your scheduled cleaning day.

Arrival Day/Time

Cleaning service occurs between 9am- 5pm on your regularly scheduled day. Given that each home that we clean varies in the amount of time it takes to clean, we can not guarantee an exact arrival/ departure time.

There will generally be 1 – 2 Cleaning Techs assigned to your home after the First Time Clean. Given how scheduling works, we are unable to guarantee the same Cleaning Tech each visit. Helix Cleaning Services LLC makes every effort to consistently schedule a predetermined set day that we arrive for each cleaning. If for any reason we need to reschedule due to staff illness or other unforeseen circumstances, we will give you as much notice as possible.

We recommend that the house is unoccupied during the time of cleaning. This way we can be the most efficient and give the best rate possible. We understand this may not always be possible and it would just need to be something to be discussed before setting up service. For example, if a client has a home office and is on conference calls, we would need to arrange our cleaning visits around that since we wouldn't be able to run the vacuum cleaner during that time.

Or if there is a little one at home, we would want to arrange cleaning time around nap times, etc.

Pets



Helix loves them! But please secure any pet that may be a threat. Also, we do not clean up after sick pets or pet accidents.

Valuables

Should you decide that you would like us to clean items within curio cabinets or items of monetary/sentimental value, the following release of liability shall be in effect:

Client hereby releases Helix Cleaning Services LLC from all liability arising out of cleaning these items. Client understands that he/she is completely responsible for repairing or replacing any damaged item or items even if Helix Cleaning Services LLC may have caused the need for repair or replacement.

Accidents are bound to happen sometimes. We do our best to prevent this and effective communication is very important.

1. We will pay up to \$100 per breakage item, when value is verifiable. If the damage is valued at more than \$100, a Liability Insurance Claim and Investigation will need to be opened through our insurance carrier.
2. In some cases we will have the broken item repaired by a professional restoration company. Breakage values over \$25 must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection. Breakage must be reported within 30 days of discovery.
3. As owner of Helix Cleaning Services LLC I take responsibility for my cleaning techs and their actions. Our policies are designed to help minimize risks. I will personally review any unresolved incident to insure the fairest resolution possible. You are our valued customer and we wish to resolve each incident to your satisfaction.

To ensure the best quality of service and best rates, Helix Cleaning Services LLC uses our own cleaning supplies and equipment. You may supply any additional cleaning supplies or solutions at your own discretion.

Service Limitations

- a). We do not climb higher than a 2-step ladder
- b). We cannot move furniture over 15 lbs but will try to reach a visible place with an extension duster



c). If an area in the home is considered or has the potential to be considered a biohazard, that area will not be cleaned (emptying/cleaning cat litter boxes, human/animal excrement, etc).

It is to the clients advantage to have the home picked up as much as possible allowing us to be able to get to all areas so that we can optimize your cleaning. At Helix Cleaning Services LLC, we provide light straightening of the areas that we clean. If such areas/surfaces are cluttered at the time of cleaning, your team will clean around those areas and you will be notified.

Due to health and safety reasons, we are unable to clean up mold, human, pest (flea and rodent infestations, etc.) or pet waste and bodily fluids. We can recommend a company that is equipped to handle these situations. If we come into a home that requires this type of cleaning we will skip the affected rooms and discount the client accordingly. We do ask to be informed beforehand if this may be an issue.

Entry to Homes

Helix Cleaning Services LLC has three different options to choose from so that your cleaners have entry into homes.

- 1). Client may opt to not give a key to the company and be home on their day of cleaning. Because we cannot give an exact time, the client must be home during their specific time frame to let the cleaners in/out of the home. If no one is home when the cleaners arrive, a cancellation fee will be charged. (See fee above)
- 2). Client can choose to provide a code to keyless door entry.
- 3). If a client chooses to leave their door unlocked, place the key under the mat, or leave their house key in an unsecured place for the cleaners to gain entry, the client releases Helix Cleaning Services LLC from all liability that arises from damage made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages that are caused before/after their scheduled cleaning team.

It is not necessary for the client to disarm their alarm system for their scheduled date of cleaning. If you would like, you may contact your alarm company and have a house cleaner code issued.

Price Increases



Helix Cleaning Services LLC reserves the right to adjust client rates at any time. You will be notified 30 days prior to any price increases.

Employee Solicitation

When entering into an agreement for services with Helix Cleaning Services LLC, you agree not to solicit for hire any staff member introduced to you by Helix Cleaning Services LLC for any home-related services. If you are found to have solicited one of our staff members, please be advised that our referral/ training fee is \$2,500 payable to Helix Cleaning Services LLC immediately upon employing our staff for any services to your home/ business. Your cleaner (s) will also be immediately terminated.

Digital Media

Occasionally we like to take before and after pictures of your home. Interior pictures will be for our reference only and will not be published without your consent. Interior images will be focused on the room and or damage we may find and will not be focused on personal property unless it is your personal property that was damaged and is required by our insurance to process a claim. If we wish to use pictures of the interior of your home, we will contact you directly before doing so. Exterior pictures of your home we would like to use for possible advertisement on such places like our website, Facebook, Porch.com and so forth. If we decide to use any exterior images of your home, we may contact you as a courtesy but is not required. At no point will any image include images of any person living in the home. We do respect your right to privacy.

Please do not hesitate to give us a call if you need further clarification on any of our policies. We clean all homes with as much care and respect as possible. When we fail, we seek your communication on the matter. We never want an issue to go unresolved. Thank you for your confidence in allowing us to handle life's most expensive possession - your home.

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