



Customer Guidelines

Thank you for choosing Time to Shine! Below are the guidelines we ask our clients to abide by. These guidelines have been put in place in order to provide a safe environment for our employees and set clear expectations with our clients so that we can continue to make your home sparkle for years to come! Please review and sign before your first cleaning and let us know if you have any questions!

How to prepare for your cleaning:

We are thrilled to come clean for you and want to be able to leave your house sparkling. In order for us to be able to provide the highest quality cleaning possible, we would just ask for you to do a couple things to prepare for our arrival. Please put away anything that would inhibit us from cleaning certain areas, such as loose papers, dog toys, children's toys, etc. Please make sure all dishes are put away so that we are able to thoroughly clean your kitchen. We are more than happy to load dishes into the dishwasher. As this adds time to your clean it will result in a \$10 fee. In addition, if you have indoor pets, make sure the vacuum is accessible and anything of a sensitive nature is put away.

Technology:

Time to Shine utilizes technology to its fullest to provide an even smoother customer experience! You will receive an automated reminder email two days prior to service as well as a reminder text the day before. You may respond to the email, however the automated text messages are only one way. You can text our business phone 417-889-1114 if you need assistance. Please note that Time to Shine's phone number is an office number with available hours of M-F 9-5.

All services will be billed to the card on file or due upon receipt by check or cash at time of your appointment. You may also venmo @timetoshine417 if that is your preferred payment method.

Work Estimates:

When you provide us with the requested information for your home, we provide an estimate based on homes that are similar in size and reported condition. If our cleaners arrive and the home will require more time than estimated due to condition or not being picked up, we will communicate this to you before we go over estimated hours for approval/denial. We will reach out by phone call and text message, if necessary to ensure quick communication. Though we do our best to estimate as accurately as possible, everyone's home is different, and two similarly sized homes can take drastically different amounts of time depending on how the owner lives.

Working in the home:

The cleaning techs need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. In the event the cleaners are not able to work without distractions that affect their ability to work at their normal speed, Time to Shine reserves the right to charge for their extra time spent in the client's home.

If for any reason a cleaning tech of Time to Shine feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be liable for the full cost of the service.

BIOHAZARD:

Our cleaning technicians' safety and health is of the utmost importance to us, so we ask for you to let us know if there are any potential biohazard situations. These can include mold, rodent or bug infestations of any kind, or pet urination or feces. If a biohazard situation is evident, our technicians will not be able to service your home and you will be charged the full rate of cleaning. Follow-up service cannot be performed until documentation is presented showing the situation has been resolved.

Safety:

Our number one concern is for the safety of our clients and our cleaning technicians. Time to Shine is insured and bonded and cannot perform any cleaning higher than a one foot step stool. Any heavy or large furniture must be moved away from the walls in order to clean behind them. **Our cleaning techs will not move furniture in order to prevent damage and to remain safe. Cleaning under beds is not performed unless requested.**

Time of service:

It is very difficult to commit to an exact arrival time (apart from first thing in the morning) because of our ever changing schedule and the fact that we don't finish cleaning each home at an exact time. We service homes between the hours of 8:30 AM and 5 PM. and will strive to be at your

home at your scheduled appointment time. If our team is running more than 15 minutes behind, they will reach out to you via phone call or text and let you know.

Entry to your home:

We offer 3 entry options to choose from:

1. The client may opt to be home to allow access to their home the day of the service.

Please prepare for your cleaner to arrive. If no one is home or our cleaners are turned away for any reason **you will be charged half the service price** for that day.

2. The client provides a key, garage door opener or code to gain access to the home.

In the even a key is not left or a code does not work, the client is responsible for the lock out and **a cancellation fee of half the price of that day's service** will be charged to your credit card on file.

NOTE: In the event the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, **Time to Shine will not be held liable for any damages or theft to the client's home.**

Home alarm systems:

Time to Shine will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the home.

Schedule changes, cancellation of service:

In the event that you reschedule, skip, add or cancel your service, we ask that you give a (24) hour notice. **Without a (24) hour notice you will be charged 50 % of your cleaning.**

Cancellations on the **same day of service for any reason will be charged the full rate of service.** All cancellations must be made through call or text to 417-889-1114 or email to timetoshine417@gmail.com. Please note two consecutive cancellations of regularly scheduled service will result in any future scheduled services being removed from our schedule. We are happy to schedule on an "as needed" basis for those that do not benefit from regularly scheduled service.

Payment:

48 hours prior to each cleaning, an invoice will be sent to you via email, which is due prior to your appointment time. You will be able to pay with a card on the invoice or use our credit card authorization form on your reminder email to securely store your card information and be

charged automatically at each cleaning. Note that lack of payment of previous cleanings means we will be unable to service your home until all bills are paid. If a history of late payment has been established, payment prior to cleaning will be required. A credit card is required on file as a back-up form of payment.

Tipping the cleaning techs is never required but always appreciated. Thank you in advance if you choose to do so.

Price increases:

Clients are given advance notice of any price increases. Time to Shine reserves the right to raise prices at any time.

Quality Control:

Time to Shine needs your feedback! Please expect random quality checks to happen on your home by a quality control manager to make sure you are receiving consistently fantastic service! All quality checks take place during the final phase of cleaning.

Pets:

We love our clients' pets! But for their own safety and the safety of our cleaning techs, please put your large or skittish pets in a secure area of the home or garage. Our cleaning technicians cannot clean animal feces of any kind in order to prevent cross contamination.

Breakage:

We believe in shining a spotlight on an issue rather than sweeping it under the rug. If something gets broken or damaged, our staff are trained to photograph it and report it immediately, without reprimand. They are careful and considerate of each space they attend, but every now and then something can happen (we are human, after all). Once reported to the office, we contact you to discuss a fair and quick resolution.

If something happens to break during our routine service, we'll do our best to repair or replace the item. Our residential housekeepers are fully insured, so claims can be filed when appropriate. We do ask that any irreplaceable items be put away and anything you are concerned about is noted at the time of booking. Please note, we don't repair or replace existing damage or improperly installed items. Time to Shine can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

Damage:

Client should point out any damage to surfaces before service begins. Our Cleaning Technicians are trained to survey a home when they arrive and note/record any damage prior to starting cleaning. Time to Shine is sometimes called in to correct 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, Time to Shine reserves the right to skip those areas in order to avoid damaging items or injuring the cleaning techs.

Time to Shine uses non-toxic, eco-friendly products that do not stain or warp any surfaces. If you would like us to use your products instead, please understand Time to Shine 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.

Non-Solicitation of employees:

When a client enters into an agreement for services with Time to Shine the client understands that they will pay a \$500 training fee to Time to Shine if they choose to hire an existing Time to Shine team member outside of our usual booking process.

Our guarantee:

We want you to be absolutely delighted with your experience and strive to exceed expectations at everyone's appointment! Report any concerns to our office at 417-889-1114 or to office@timetoshine417.com within 24 hours after the service. We will return and re-clean the area(s) of concern at no cost to you. If we are not given the opportunity to correct an issue, no discount or refund will be given.