



## **Thank you for choosing SanitizingSquad!**

The SanitizingSquad Terms of Service (“Terms of Service”) is a legally binding agreement between the customer (“you”) and SanitizingSquad Cleaning Services, LLC (“SanitizingSquad”, “we”).

By booking and using a cleaning service with SanitizingSquad, you indicate that you have read the Terms of Service and you consent to be bound by all terms and conditions of the agreement. If you do not agree to all of the terms contained in the Terms of Service, you should not use SanitizingSquad services.

**Deposit:** Upon booking our services, we charge a \$30 deposit. The deposit amount is deducted from the total cost of the cleaning session for one-off services or kept towards the next scheduled session(s) for packages.

For packaged services, there is a commitment period of a month during which all cleaning sessions for the month are booked. The commitment period is of two months for monthly cleaning and triweekly cleaning packages. The deposit amount is deducted from the total cost of the last cleaning session of the commitment period. Upon the customer’s request, the deposit amount may be rolled over beyond the commitment period and kept towards the next recurring cleaning sessions. The deposit is forfeited if you do not use all cleaning sessions in your cleaning package within the commitment period.

**Cancellation:** You can cancel or reschedule your one-off service at no cost up to 24 hours before the scheduled cleaning session by contacting us at [contact@sanitizing-squad.com](mailto:contact@sanitizing-squad.com). The same applies to sessions in cleaning packages only if the same service is rescheduled within a timeframe consistent with the frequency of the selected package.

For all services canceled or rescheduled less than 24 hours before the scheduled service, the deposit amount will be forfeited.

**Cost of Service:** The customer agrees to pay the quoted price upon completion of the service.

In case of cluttered rooms (e.g., clothes or toys on the ground) we will clean around the cluttered area. If the client explicitly requests for the cleaning crew to put away the clutter before cleaning the site, we will charge an additional \$25 per room to be decluttered or \$25/hour/cleaner for the additional workload incurred, whichever is higher.

**Payment method:** When booking our services, you may decide to pay the full amount of the service before its completion. Upon reception of the booking request, we will send a confirmation email which will include the payment instructions shall you wish to pay beforehand.

If you prefer to pay after the service is delivered, the balance is payable on the day of the cleaning onsite (cash or debit/credit cards) or remotely through Zelle, CashApp, PayPal, or Venmo.

We can also accept credit card information over the phone.

We do not accept checks.



**Access to home:** You must allow the cleaning crew to access your home at the time of the scheduled appointment. Any time lost waiting to be granted access to your home will be deducted from the total time of service or will be due at the rate of \$25/hour/cleaning team member.

You may provide instructions on how to access and securely leave your property. Instructions must be given to the Customer Service representatives at [contact@sanitizing-squad.com](mailto:contact@sanitizing-squad.com) or on 754-444-1805 and not directly to the cleaning crew. Shall you give us a key to your home, it will be kept securely so that only your assigned cleaning crew can identify and use the key.

In case the service cannot be provided because the cleaning crew is not given access to your house/facility, you will be charged the full amount of the scheduled service.

**Cleaning Supply and Equipment:** We provide standard cleaning products and equipment. We carry conventional cleaning products and equipment. For an extra charge, we can provide homemade organic cleaning products when requested by the client at least 24 hours before the cleaning session.

In case you have any dedicated cleaning products or equipment that you want us to use, please notify us and leave the products and equipment visible for our cleaning crew.

**Damages:** If our cleaning crew were to damage your property or belongings during a cleaning session, we would make every effort to replace or repair the damaged item. When deemed appropriate, we will file an insurance claim.

**Pets:** If you have aggressive or exotic pets, you must notify us and keep the pets locked away during the cleaning session. Even when the Pet option is selected, we do not clean crates and litter boxes.

**Valuables:** You must put away any fragile items or valuables that you deem irreplaceable. In case such items cannot be moved, please notify the cleaning crew so that our team will not clean such items.

**Employee Communication and Solicitation:** For any appointment or service update, please contact our Customer Service representatives at [contact@sanitizing-squad.com](mailto:contact@sanitizing-squad.com) or on 754-444-1805. They will update your file and send proper instructions to the cleaning crew. You are not to exchange contact information with the cleaning crew agents dispatched to your facility/house. All communication should be done via appointed customer service representatives.

You may not solicit any members of the SanitizingSquad cleaning crew to be contracted or employed directly by you or by your affiliate for cleaning services or any other types of services. Shall you decide to contract or hire a SanitizingSquad cleaning crew member, SanitizingSquad will charge a \$2000 referral fee per hired or contracted individuals.

**Safety:** Regardless of the service type, we do not lift or move any furniture and object above 20 pounds for cleaning. In case any firearms or other harmful devices are stored in the house, you must notify the cleaning crew of the location of such items. In case of any situation where the safety of our cleaning



crew is jeopardized on the job, our team members will immediately leave the premises and the service will be due in full.

### **Service Description:**

Our customer service representatives can describe all our services in detail upon your request. Below is a brief description and the specifications of some of the provided services:

- Standard Cleaning is recommended for places that are routinely cleaned. Our standard cleaning service will maintain the level of cleanliness around your house/facility. If your house/facility requires more work than what is included in a standard cleaning service, you will be given the option to get the amount of work doable in the quoted timeframe or to pay for additional time. Any additional time spent for a standard cleaning will be charged \$25/hour/cleaner.
- Deep cleaning is recommended for homes/sites that need a freshen up or that have not been consistently cleaned over time.
- Disinfection Cleaning is recommended for homes/facilities where there have been contact with someone who was ill or where a formerly contaminated subject resides (COVID-19, flu or other viruses). It is an additional service that comes after a standard cleaning for recurring clients or after a deep cleaning for one-time services.

We offer three options for disinfection and you must choose one between the following options:

- a) CDC recommended disinfection of high touched areas with an EPA approved disinfectant,
  - b) Or disinfection of high touched areas with an EPA approved hospital-grade disinfectant,
  - c) Or full house spraying of disinfectant. No one outside of the cleaning crew should be in the house during spraying. Indoor spraying of disinfectant carries additional risk and could present health hazards. The customer who chooses the indoor disinfection spraying option must sign a waiver of liability and informed consent release with SanitizingSquad before getting the service.
- **Move-In/Out** is available for clients who recently moved in or out of homes. It includes the cleaning of the inside of the fridge, microwave, oven, and all empty cabinets. All belongings must be boxed or removed from the house at the time of the cleaning. There can be minimal trashing of remaining items that customers are not looking to recover or do not expect to be left behind.
  - **Organic Cleaning** includes the use of homemade organic cleaning products. To create the cleaning products, we use certified organic inputs that we mix following our homemade recipes. The customer must notify at least 24 hours ahead of the session to ensure products are available.
  - **After-party cleaning** is available for customers who want all or part of their houses/facilities cleaned after a party or similar event.
  - **Post-construction cleaning** is a detailed cleaning of new or renovated spaces after rough cleaning of debris has been performed.



SanitizingSquad reserves the right to revise these Terms of Service at any time. Your continued use of the SanitizingSquad services following any such revision means you agree to abide by such revised Terms of Service.