

Terms and Conditions

Effective Date: 09/10/2024

Two Gals & A Mop, LLC ("we," "us," or "our"). These Terms and Conditions govern your use of our website www.2galsandamop.com (the "Site") and our services. By accessing or using the Site, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not use the Site.

Two Gals & A Mop, LLC is a locally woman-owned and operated small business and has been serving the Mobile, Alabama area since 2001.

We are licensed, bonded and insured. Our employees are professionally trained and background checked.

When you schedule service with Two Gals & A Mop, LLC, you agree to the following ***Terms and Conditions***:

Verbal agreement to begin service indicates acceptance of our *Service Agreement*. Hourly service will be billed or charged for the full amount of time spent at the home or business less any discounts or coupons agreed upon. **(Quoted rates are estimates)**

You agree to be the party responsible for full payment, communication and complying with all policies upholding this agreement. Third party involvement is not recognized by Two Gals & A Mop, LLC, unless previously agreed upon through the original client.

1. Estimates

All estimates are valid for 30 days from the estimate date. Based on the info the client provides we will provide an estimated time range and price range. A 50% deposit of the highest estimated price will be required to book your cleaning service. Deposit may be refundable if refund conditions are met. *(See refund conditions below in payment section)

Upon completion of your service your total deposit will be applied to the amount due. You will be invoiced for the remaining amount due, if any. Remaining balance is due immediately after completion of service. If your deposit is more than the cost of service we have provided, you will be refunded or credited on your next scheduled cleaning.

Estimates are given based on the information given by the client. If the condition of the home or business is not as described by the client then we cannot guarantee that we can complete the job in the time quoted. You will be given a choice to increase your budget, or have us leave the job after the time for your budget has been met.

If you request multiple changes to your service after receiving your original estimate, additional charges may be billed or a new estimate may be required.

We may decline the job if our crew arrives at the job and discovers that it requires a level of cleaning that we are not able to provide. In this instance, we will contact you and there will not be a charge.

Based on the info the client provides we will provide an estimated time range and price range.

2. Services

We provide customized residential and office cleaning services. The scope of work, including specific tasks and frequency, will be agreed upon in advance.

3. Appointments and Cancellations

Scheduling:

Appointments can be scheduled by contacting our office at 251-662-5000. We will confirm your appointment via email, text or phone. Recurring customers will receive a reminder the week before each cleaning is scheduled via email, text or phone call. If you do not wish to receive recurring appointment confirmations or before arrival confirmations please notify the office at 251-662-5000.

We can not guarantee an exact arrival time for your visit. We provide an estimated window of arrival time for the day of your service. No arrival time is implied or guaranteed. We will do our best to accommodate requests, but they are treated as requests. We also do not guarantee your day of service for every cleaning.

Estimated Arrival Info:

Our cleaning team arrives during a one-hour window to help account for unpredictable factors such as traffic, parking, and other surprises. Your cleaning team will arrive, for example, between 8:45 and 9:45 a.m. or between 1:00 and 2:00 p.m. If our team happens to be running later than the indicated arrival window, they will notify you.

Cancellations:

If you need to cancel or reschedule an appointment, please notify us at least 24 hours in advance. Cancellations made less than 24 hours before the scheduled appointment may incur a cancellation fee.

If our cleaning technicians arrive at your home or business and you cancel the service on the spot, you **will** be billed or charged a \$75 cancellation fee to cover travel expenses and to compensate for lost time and wages.

This allows us to protect and compensate our workers when, through no fault of their own, a service is canceled without adequate time for us to schedule a replacement service. Remember that when you schedule with us, we set aside time for you. Please respect our scheduling process and our staff's time by letting us know at least 24 hours in advance if you need to cancel or reschedule.

For all company initiated schedule changes due to holidays, extreme weather conditions, or staff shortages we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

Unpredictable Events:

We reserve the right to cancel or reschedule any services due to unpredictable events. Such events include car accidents, traffic blocks, health and family emergencies, inclement weather, and other circumstances that are beyond our control. In the wake of these unusual circumstances, we are not liable for any undesirable outcomes.

4. Payment Terms

New Customers:

A 50% deposit will be required to retain your booking for One-Time, Initial and Move-In/Move-Out Cleanings. Deposit will be refundable only if refund conditions are met.

Recurring Customers:

Recurring service - payment is due after each service is completed unless prior billing agreement has been made.

Payment Methods:

We accept payments via check, cash, credit or debit card, Bank, Apple Pay, Venmo, and PayPal.

Payment Due Date:

Payment is due upon completion of the service unless otherwise agreed upon.

Late Payments: Late payments may incur additional fees. If payment is not received within 30 days of the due date, we reserve the right to suspend services until the account is settled.

Tiping: A tip is neither expected nor required. It is completely optional and at your discretion.

Refund Conditions:

To receive a full refund of a deposit made for initial, move in, move out, or one time only cleanings, you must cancel your scheduled booking at least 24 hours in advance. If we have arrived to the home or business and cannot access the property for any reason, you will be billed or charged a \$75 fee for travel expenses and to compensate for lost time and wages. The remaining balance, less the \$75 fee, will be refunded to you.

5. Rate Adjustments

To meet your needs and to ensure your satisfaction, Two Gals & A Mop, LLC reserves the option to reevaluate hourly or previously set rates at any time.

6. Customer Responsibilities

Parking:

Our cleaning team will require a place to park and vehicle access that is reasonably close to the door we will be using to access your property. If our cleaning team has no option other than paid parking, we will inform you of the situation, ask for your consent to pay for our parking, and add the cost to your final invoice. If no parking is available, we have the right to cancel or reschedule your service.

Access:

Customers must provide access to the property. If you won't be home or at your business location to let us in, we ask that you provide us with entry instructions and, if necessary, a key and/or an alarm code or lockbox code.

If you would like the office to keep a key on file, please contact the office at 251-662-5000 for further instructions. All keys kept on file are kept locked until the day of service and then returned to the office at the end of the day. All keys are assigned a number only for safety.

If we arrive to your home or business and are unable to enter, you will be billed or charged a \$75 lock out fee, to cover travel expenses and to compensate for lost time and wages.

Allow for full access to the home or business. Our cleaning technicians perform their work in a specific order to ensure efficiency and thoroughness. If you need to direct our cleaning technicians to clean certain areas first or to clean in a different order, this adds additional time to your cleaning. We are happy to offer this service if needed, but you must call ahead of your scheduled service so we can schedule the additional time. Any additional time accrued by our cleaning technicians will be billed or charged at our current hourly rate.

Turn Off Alarm Systems:

Unless you have provided an alarm code and instructions. If you choose to leave the alarm armed, we are always diligent and careful to disarm and rearm the alarm according to your instructions with the alarm code you have provided.

Two Gals & A Mop, LLC or it's employees will not be held responsible for false alarms or misuse of the alarm system, including charges from a local police department or security company or other charges related to an activated alarm.

Additionally, you agree to hold harmless and/or release from liability Two Gals & A Mop, LLC from any and all liability relating to any failure of the alarm or not arming the alarm properly.

Prepare Your Home or Business Before Our Arrival:

When your home or business is tidy and clutter-free it allows us to deliver much better results.

- Have your home or business picked up and ready to be cleaned. Additional charges may be incurred if the team requires more time in your home or business. We are a professional cleaning service. If we have to fill our time with decluttering and picking up, the results will not be as thorough.

- Notify all guests about our arrival and that we may need access to their space.
- Notify the office when you have guests or any unknown person in your home or business so that we won't be surprised if a stranger walks out of a room.

Before Each Service We Recommend You:

- **Declutter:** Remove all small items on surfaces, including floors, in living areas, bedrooms, bathrooms, and kitchen. When surfaces are clear, we can concentrate on scrubbing and disinfecting them.
- **Prepare your kitchen:** Put all dirty dishes in the dishwasher and be sure the sink is clear. If necessary, we will load the dishwasher, but this takes us away from other tasks and is not an efficient use of our time. We do not wash dishes or unload the dishwasher. Clear the stove top of pots and pans. Put all food away.
- **Prepare your bathroom:** Clear the countertops and floors and make sure all towels are either removed or hung on racks or hooks.
- **Prepare living areas:** If you wish for our cleaning technicians to do a thorough dusting, remove all knickknacks and other items from surfaces. Otherwise, we will dust around them unless you have requested extra time for dusting knickknacks. Put away all toys, books, magazines, and other items.
- **Prepare bedrooms:** Remove all items from floors, including clothing, shoes, toys, and books. If the floor is covered with items, we will do our best to clean around them. If it's possible to move it to one side quickly, we will do so.
- **Plan your time:** Please do your best to give our cleaning technicians space so they have full access to the room they are cleaning and can deliver the best service possible. This includes pets and children: for everyone's safety, keep them out of the way and do not let them touch cleaning supplies and equipment.
- **Be available:** Please understand that our cleaning teams are on a strict schedule. Please plan your work calls and meetings before you schedule your cleaning.
- **Valuable or Personal Items:**
Please do not leave valuable or personal items out in the open. Although our employees are background checked and we are insured and bonded we prefer that you remove or put your valuable or personal items such as jewelry, cash, etc., in a safe place before we arrive.

Other Service Providers:

Due to safety and security considerations, please do not schedule other home or business service providers when we are scheduled to clean if you are not present to supervise them. Two Gals & A Mop, LLC employees, will not let anyone into your home or business without your prior permission and consent.

Your cleaning technicians will need access to your home or business during the service. This includes access to running water and electricity. We expect our cleaning technicians to be able to complete their work without interruption so please schedule any other service providers before, not during, your cleaning service.

If our cleaning technicians arrive and find that they will be unable to complete their work due to any kind of interruption, we will charge a \$75 fee to cover travel expenses and to compensate for lost time and wages.

7. Environment

Customers should ensure that the property is safe for our cleaning technicians to perform their duties. This includes securing pets, and removing any hazardous materials.

Hoarding Conditions:

If our cleaning technicians arrive and clutter is accumulated in the home or business to the point that the home or business is unsafe (such as blocked access to portions of the property) or if excess clutter makes it impossible to clean surfaces, we will consider it a hoarding situation.

Our cleaning technicians will refuse service and you will be responsible for a \$75 fee to cover travel expenses and to compensate for lost time and wages.

If you or your family member is dealing with hoarding:

- Remove all excess items. You may need to rent a dumpster. Be sure to wear gloves, eye protection, a face mask, and other protective gear to protect yourself. Large piles of items can harbor mold, insects, or vermin.
- Following removal, assess whether or not there are any biohazards, chemical spills, disturbed asbestos, exposed mold, bodily fluids, human or animal waste, illicit drugs or their aftermath, etc. If so, you will need to hire a hazmat crew. These crews are licensed to handle high-risk cleanups safely.
- Once the property is clear of clutter and high-risk substances are removed, our team is available for a deep cleaning service.

Bio Hazards:

Due to OSHA regulations, our cleaning technicians will not handle any type of animal or human waste, this includes vomit, blood or body waste. Due to sanitary and hygiene cross-contamination issues, we are unable to clean in homes or business's with live infestations (*maggots, fleas, roaches, bedbugs, etc.*) until mitigated.

Human and animal urine and feces, medical syringes, mucous, vomit, and blood are biohazards: organic matter that poses a danger to humans. For this reason, our cleaning technicians will avoid these substances.

If these substances are present, we will notify you of their presence and clean around them to the best of our ability. If our cleaning technicians feel unsafe, we have the right to cancel the service.

We will not remove excess mold and mildew outside of the showers, tubs and sinks.

8. Safety

Cleaning technicians are unable to climb on ladders any higher than a two-step ladder to perform their work. They are unable to move heavy objects or furniture. If you would like us to clean behind large appliances or furniture, please move them before we arrive.

We ask that you refrain from smoking cigarettes, marijuana or any other substance inside of the home or business when cleaning technicians are present.

For safety reasons, please see that children and pets are supervised while we are cleaning your home or business.

9. Respect

Our cleaning technicians will be treated with respect. They will never be subjected to aggressive or violent conduct or any circumstances or behavior that makes them feel unsafe or uncomfortable. We reserve the right to cancel service if our team is not comfortable continuing a job.

10. Pet Policy

We love animals, however, if they are aggressive, we ask that you have them kenneled, in a room that we are not cleaning or outside when we arrive.

Two Gals and A Mop, LLC and its employees reserves the right to leave the premises if a pet exhibits aggressive behavior.

Two Gals & A Mop, LLC and its employees will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed.

Our cleaning technicians are instructed not to enter a property if they believe that a pet could be a potential threat. If our cleaning technicians are unable to enter or feel unsafe entering your property due to an unsecured pet, we reserve the right to cancel or reschedule service and you will be billed or charged a \$75 fee to cover travel expenses and to compensate for lost time and wages.

Communicate with your cleaning technicians on the first day to come to an agreement about where your pets will be during your cleaning service.

Unless you have come to a prior agreement with your cleaning technicians, pets must be secured at all times during your service, especially if an adult is not present in the home or business during service.

Our service does not include nor will Two Gals & A Mop, LLC, or its employees, be held responsible for looking after your pet's well-being, monitoring their behavior, monitoring what or when they eat, letting your pets out or back in, or ensuring that they don't escape through an open door.

11. Liability/Damage

We will take reasonable care to avoid damage to your property. Two Gals & A Mop, LLC, will not be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

We will make every effort not to break items, but accidents do happen. We do have Limited Liability protection for replacement or repair. Identical replacement will be attempted but not guaranteed. It is for this reason that we avoid cleaning requests for irreplaceable or sentimental valuable items.

Damage must be reported to our office staff by phone or email within 2 business days of service or Two Gals & A Mop, LLC may not be held liable.

If asked to dust/clean inside of China cabinets or hutches, wash dishes, clean small computer equipment, antiques or collections, or to use your equipment (e.g. vacuum), you agree to hold harmless and/or release from liability Two Gals & A Mop, LLC, and/or any of its employees responsible for any damage or breakage to any article or component.

12. Non-Solicitation Of Two Gals & A Mop, LLC Employees

When entering into an agreement for service with Two Gals & A Mop, LLC you agree not to solicit for hire any employee introduced to you by Two Gals & A Mop, LLC, for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references, conducting background checks, and training our cleaning technicians. When hired, each cleaning technician signs a Non Solicitation agreement barring them from performing any home-related service for any of our past or present customers.

13. Right To Change, Refuse, Or Cancel Service

We reserve the right to change, refuse, or cancel service for any reason. These may include:

- Our cleaning technicians feeling threatened, unsafe, or uncomfortable for any reason.
- Our cleaning technicians being unable to complete requested service within the maximum allowable time limit.
- The condition of the property being different from what the customer indicated.
- The requested service being different or more extensive than the original request by the customer.
- Your routine cleaning technicians not having enough team members due to a team member getting sick. If this happens, we will send a replacement team if possible. If not we will reschedule your cleaning as soon as possible. We reserve the right to

change your routine cleaning team as needed.

- If you need to skip a cleaning. If this happens, we will notify you of when we will be able to reschedule your missing cleaning if possible. If not you will need to wait until your next scheduled cleaning service.

14. Satisfaction Guarantee

We strive to provide high-quality cleaning services. If you are not satisfied with our service, please contact us within 24 hours, and we will address your concerns promptly.

We are unable to guarantee the cleanliness of the home or business when using your products, supplies or equipment. You may also be required to fill out a Product and Equipment Waiver.

15. Photos Of Your Home Or Business

We may take before and after photos of our work. These pictures are used for training, proof of performance and condition of items to be cleaned. If you do not want pictures taken of work areas in your home or business please notify us when you schedule your cleaning.

16. Privacy Policy

Your privacy is important to us. Please review our Privacy Policy to understand how we collect, use, and protect your personal information.

17. Changes to Terms and Conditions

We may update these Terms and Conditions from time to time. Any changes will be posted on this page, and the effective date will be updated accordingly. Your continued use of the Site and our services constitutes your acceptance of the revised Terms and Conditions.

18. Contact Us

If you have any questions or concerns about these Terms and Conditions, please contact us at:

Two Gals & A Mop, LLC

5219 Highway 90 W Ste G

Mobile, AL 36619

Phone: (251) 662-5000

Email: 2galsandamopluc@gmail.com