

HOURLY SERVICE - TERMS AND CONDITIONS (TAC)

1. Acceptance of terms

The service that Serrano's cleaning services provides to the customer is subject to the following Terms and conditions (TAC). Serrano's cleaning services reserves the right to update the TAC at any time without notice to the customer. The most current version of the TAC can be reviewed by clicking the "TAC" hypertext link located at the bottom of our web pages.

- A. The customer is aware that he/she is scheduling for an hourly service appointment, which means that the service cost is by hour and not by task. The tasks the customer has request are not guaranteed to be finished within the estimated time that the customer has booked for. Serrano's cleaning services cannot grant extra time on the same day service, due to other customers who are scheduled after and have already had their scheduled confirmed.
- B. Serrano's cleaning services shall have the right at any time to change or discontinue any aspect or feature of Serranoscleaningservices.com, including, but not limited to content, discounts, hours of availability, and the equipment needed for the access of use.

2. Refunds

A. Serrano's cleaning services shall have the right to decline a refund request, for the labor services which was performed at the customers service address. Since the customer cannot refund serrano's cleaning services the amount of labor, and supplies used to perform the services provided to the customer on the day of the service then we are not able to accept the customer's request for a refund.

3. Deposit

If the customer has already made an appointment and has completed the deposit confirmation requirement, and if at an unexpected event the customer cancels their appointment the deposit will be refunded only and only if the customer gave Serranos cleaning services at least a 5 hour notice. If the client were to cancel or reschedule their appointment with less than a 5 hour notice in advance the client will be charged \$35.00 extra. If the client scheduled the \$35.00 will be added to the total amount. If the client canceled, the \$35.00 deposit will not be refunded due to not giving a 5 hour notice for cancellation of services.

4. Changed terms

We have the right at any time to change or modify the terms and conditions applicable to customer's use of Serranoscleaningservices.com, or any part thereof, or to impose new conditions, including, but not limited to adding fees and charges for use. Such changes, modifications, additions or deletions shall be effective immediately upon notice on our website thereof, which may be given by means including, but not limited to posting on Serranoscleaningservices.com, or by electronic or conventional mail, or by any other means by which customer obtains notice thereof. Any use of Serranoscleaningservices.com by customer after such notice shall be deemed to constitute acceptance by customer of such changes, modifications or additions. We will not directly update you of our terms and conditions, the customer can change for updates on our website.

5. Equipment

- A. Serrano's cleaning services will provide all supplies to be able to complete the services within our ability. If the customer wishes to include different supplies, they must buy and teach the crew members how to use the different supplies provided by the customer. The customer must advice 24 hours before the appointment date.
- B. They must inform them of which of the areas of the home is acceptable and not acceptable to use. The customer is aware that they will take any type of responsibly if the supplies provided by the customer damages their property. The customer must also inform serrano's cleaning services of the new products, and instructions on how to use the supplies provided by the customer before getting the crew members to use them.
- C. If the customer fails to get enough supplies and has to either go get more supplies, the customer can not request for their time to stop due to failing to get enough supplies for the crew.

6. Crew members

Serrano's cleaning services shall have the right to change the crew members at any time without notice to be able to complete the dated appointment scheduled for the customer. Serrano's cleaning services cannot always guarantee you the same crew members for all the future appointment dates of the customer. Serrano's cleaning services will try their best to inform the customer, but on occasions serrano's cleaning services won't be able to grant you a guarantee to inform the customer in advance.

7. Not acceptable within the services

- A. customer may not ask the crew to use their carpet shampoo machines or other difficult machines which need exact instructions to be able to be use. Since the crew members are not trained within the machines the customer is wanting to provided, the crew members could cause damage to the customer's property, therefore to prevent this from happening we do not allow the customer to ask the crew members to use unknown machines.

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- B. customer may not ask for the crew members to remove their footwear, this could cause the crew members to fall, and injure themselves.
 - C. customer may not ask for the crew members to move delicate/valuable items, nor can the customer ask for the crew members to move furniture too heavy for one person to handle for any type of reason.
 - D. Crew members are not able to clean high inaccessible areas. The crew members only have a 3ft ladder, and cannot go over the limit.
 - E. customer cannot request windows, or blinds. They are extra charge and if they want it included, the customer must ask for an estimate.
 - F. customer cannot request the crew to clean outside of the home, to remove cobwebs, or any type of yard work.
 - G. customer cannot request the crew to put the laundry in a washer machines, or to iron clothes.
 - H. customer cannot request for extra services on the same day service. The request could be declined, and the customer must wait until the next appointment to get the extra services.
8. Acceptable within the services
- A. customer may ask the crew to clean accessible general house cleaning areas (example; oven, refrigerator, kitchen, bathrooms, ceiling fans etc. within their amount of time set by the customer.
 - B. customer may include folding laundry.
 - C. customer may include organization to cabinets inside, closets, and other areas of the home. (We highly recommend to remove all valuable, and delicate items if you would like to include organization or a task to move items)
 - D. customer may change the tasks at any point within the time of the service they have booked for with no extra charges. Extra charges would be if (not likely) the customer gets approved to getting extra time to their appointment. Please call the office, or email us at serranoscleaning@gmail.com to know how much the additional cost is to add extra time to your appointment.
9. Customers behavior
- If an event would occur where the customer was ill-mannered, disrespectful, or threatened the crew members or directly to serrano's cleaning services by email/phone/or in person then serrano's cleaning services can stop the services, and the customer must make the total payment of the service time provided to the customer. If the customer apologizes to the person who was insulted, or threatened then serrano's cleaning services can choose to continue or still decide that the best option would be to stop the services with the customer. Future appointments with the customers could be rejected due to the customers behavior on the day of the cleaning. The customer could also be posted on our online bad customer list.
10. Valuables in your home
- The valuables in the customers home are important to us. serrano's cleaning services suggest and request that the customer put away any valuables, heirlooms, or any other items that are fragile or important to the customer to reduce accidents.
11. Arrival time
- If in any case delays in transportation, shortages of fuel and/or materials, fires, floods, earthquakes, hurricanes, or any other unpredictable inconvenience or cause beyond serrano's cleaning services control, then serrano's cleaning services have the right to adjust the service arrival time/date in the event of any type of unpredictable inconvenience were to happen along the way. serrano's cleaning services gives the customer an average time range when the crew could arrive.
12. Payment
- A. customer must make a deposit to serrano's cleaning services on the day the customer made their appointment, or within the limited time serrano's cleaning services has inquired you about.
 - B. customer must make full payment on the day of the cleaning.
 - C. customer is aware that when not completing the deposit confirmation their appointment is not valid.
 - D. customer is aware that if they do not make their payment to the crew members on the day of the cleaning they will be charged a \$35.00 late payment fee.
13. Payment fee's
- A. Within the hourly services you have 15 minutes to have already arrived at the property and given the crew members the areas you have wanted them to cleaning within the time the customer has booked for OR if the customer was not at the property within 15 minutes (from when the crew members have arrived); the time of their scheduled appointment will start after 15 minutes to prevent additional fees of \$35.00 because the crew members were unable to access the property. *Time is very important, and the crew members cannot waste time because they have other scheduled appointments after the customers scheduled time range*
 - B. customer could get an additional fee of \$35.00 (depending on the waiting limit the crew waited for the customer to arrive) when the customer doesn't provide water and electricity for the crew members, which could lead to a

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rescheduled/on pause/or canceled appointment.

C. customer could get an additional fee when the customer cancels the appointment on the same day service.

D. If customer doesn't provide full payment on the day of the cleaning the customer will be charged an additional fee of \$35.00.

14. After services have been completed

When the customers appointment has been completed and by entering into a service agreement with Serrano's Cleaning Services, the customer agrees that after the termination of the cleaning service he/she will not hire or use any cleaning services provided by a present or past cleaner introduced to the customer by Serrano's Cleaning Services. If the customer does wish to hire or use cleaning services provided by such a cleaner then he/she must pay a referral fee of \$500.00 By calling Serrano's Cleaning Service's service by telephone, e-mail, fax or Serrano's Cleaning Service's website the customer agrees to be bound by Serrano's Cleaning Service's terms and conditions.

15. Safety/Hazards within the property

The customer represents and warrants that: It will provide a safe working environment at the premises for the crew member to perform the service. It will provide the crew member with access to all services and utilities (including hot and cold water, electricity, and rubbish bins). It will provide all usual and necessary cleaning equipment and materials required by the crew member to provide the Service, unless other arrangements have been made with Serrano's. All cleaning equipment and materials provided by the customer are safe, have not been tampered with and are in full working order. You will advise Serrano's prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the premises. If the customer requires the crew member to clean behind or under any heavy items (eg. a fridge, bookshelf, or other furniture), customer will move those items prior to the commencement of the Service. customer will secure or remove any fragile, delicate, breakable or valuable items, including cash, jewelry, works of art, antiques, or items of sentimental value prior to the commencement of the Service.

16. Pictures/video

We reserve the right to take "Before and After" pictures/videos of the services which were rendered to the client. The images and video clips we obtain will ONLY be used for business purposes only.

17. Pets/Animals

Customer must make sure their pets are not inside the areas of the home where the crew members will be cleaning. customers must keep their pets away from the crew members, for safety purposes only. The customers must also pick up after their pets, before the crew members arrive. Serrano's cleaning services crew members cannot pick up fesses/biohazards.

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