



**Note:** The content of this guide constitutes as promise of services and/or fiduciary duties, as a service agreement between Ocean Breeze Cleaning, Inc., and any of its potential clients.

Ocean Breeze Cleaning, Inc. at its option, may change, delete, suspend, or discontinue services and/or policies in its entirety, at any time without prior notice. All prices are subject to change without prior notice.

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### **Initial Contact**

Prospective clients may contact Ocean Breeze Cleaning, Inc. by phone, fax or e-mail. In return, a copy of our Services Agreement will be e-mailed as a PDF file or mailed to an address that you specify. After reading our literature, you are encouraged to contact us with any questions or concerns. If you choose to hire Ocean Breeze Cleaning, Inc. you should then call or e-mail to schedule an appointment for your in-home consultation.

Please note that consultations can be scheduled for same-day cleanings, evenings, and weekends as long as the Service Agreement has been filled out and signed.

### **The Consultation**

Prospective clients and Ocean Breeze Cleaning, Inc. owner will meet at the client's home for a consultation that generally lasts between fifteen to sixty minutes. During the consultation the following items will be discussed:

1. We'll review your household needs as well as Ocean Breeze Cleaning, Inc. policies, services, payment, schedules, and any questions you might have.
2. A sample home-cleaning plan, complete with room-by-room checklists will be completed on our web site. Once reviewed and approved; you and Ocean Breeze Cleaning will sign the service agreement contract and arrange a date for services to begin.

A set of keys is to be provided to Ocean Breeze Cleaning, Inc. upon the signing of the service contract or at the first scheduled cleaning service. Please note that we do not make secondary or follow-up visits to pick-up or drop-off keys. If pick-up or drop-off services are requested you will be charged the normal hourly rate of \$35.00 for each visit. Please keep in mind that the consultation is a time for all parties to meet and share information regarding the servicing of the home. Not all cleaner-client matches are appropriate, therefore Ocean Breeze Cleaning, Inc. reserve the right to decline services.

### **We Also Do Not**

- Access your phone or answering machine.
- Exchange keys with anyone other than the contracted client.
- Sell or share residential or e-mail address, names, or telephone numbers with other companies or organizations.

### **Hours of Operation**

Ocean Breeze Cleaning, Inc. generally provides cleaning services Monday through Saturday between 7:00 a.m. and 6:00 p.m. and Sunday by request. Office hours are Monday through Friday 9:00 and 4:00 pm. When phoning or e-mailing your reservations, please always wait for a confirmation. Our general response time is within 24 hours.

### **Inclement Weather**

Ocean Breeze Cleaning, Inc. will provide limited, delayed, or no service during inclement weather:

- Ocean Breeze Cleaning, Inc. will not provide service during heavy snow, sleet, ice, or hurricane-like weather. The only clients we service during extreme weather conditions are those customers of our Caretaking division.
- Limited or delayed service may occur in extreme thunderstorms, in dangerously cold or hot conditions, and in any city declared or state declared weather emergency.
- All visits during a period of inclement weather will be on an hourly advisory status depending on the driving conditions.

### **Safety**

Ocean Breeze Cleaning, Inc. asks you to inform trustworthy neighbors, alarm companies, relatives, and so forth that our cleaning service will be on your property. Doing so can save the police department, neighbors, and other cleaning service providers from an embarrassing situation.

Please notify Ocean Breeze Cleaning, Inc. in advance (a few days is ideal) of any person or people who may be in your home during the time of the cleaning service. This includes family members, service contractors, repair personnel, and so forth. Ocean Breeze Cleaning, Inc. reserves the right to reschedule visits that coincide with a visit by another service contractor or houseguest.

### **Rates**

Initial consultations are free of charge. Cleaning and Caretaking rates are

### **Reservations**

To schedule a same-day, daily, weekly, bi-weekly, monthly cleaning service, please telephone or e-mail your reservation by 9:00 a.m. Friday for the following week. Always wait for a confirmation via e-mail, fax, or telephone.

We can sometimes accommodate unplanned requests if we have a cancellation. However we can rarely do so with less than a 24 hours' notice. All emergency cleaning services with less than a 24 hours' notice will be a \$50.00 Emergency Fee.

### **Cancellations**

- Please phone or e-mail (and wait for confirmation) for all cancellations.
- Cancellations with less than 48 hours notice (weekends and holidays not included) will be charged a \$50.00 fee. The only exception is inclement weather.
- Excessive cancellations with less than 48 hours notice are subject to cessation of services.

Please be sure of all dates and times when you e-mail or fax in your request. Calling to cancel on the morning of a scheduled visit is inappropriate and subject to a cancellation fee. We understand that emergencies arise, and that you may need to occasionally cancel services with less than 48 hours notice. However, please reserve such cancellations for emergencies only.

### **Billing and Payments**

A billing invoice/ statement will be prepared for every visit and e-mailed to you on or before 48 hours of day of service. All payments are due 14 days from time of billing date.

### **Payment Options**

- Payment methods accepted include: Cash, Check, Money Order.
- You may leave a check, cash, or money order at your residence on the day of the services. Please make all checks and money orders payable to Ocean Breeze Cleaning, Inc.
- Please do not postdate checks or money orders.
- You may mail a check or money order. Note that payments received after 14 days from the billing date are subject to late fees.

### **Late Payments**

Payments that are received beyond the due date listed on your billing statement are subject to late fees of 20% of a 30 day cycle (weekends and holidays included) until the account is brought up to date.

In cases of frequent late payments, Ocean Breeze Cleaning, Inc. reserves the right to terminate services. Additional fees of \$50.00 plus check amount may be imposed for returned checks and closed accounts. In such cases, you will be charged \$30 for each returned check (that's the service fee imposed on us by our bank), and any additional bank fees that are charged to us.

### **Referrals**

Ocean Breeze Cleaning, Inc. offer a 10 % discount on one cleaning service for each completed referral. This is our way of saying "Thank you!" to our wonderful committed clients.

### **Contracts**

Ocean Breeze Cleaning, Inc. updates service agreement and contracts on January 1 of each year. You will always receive a copy of the new contract in the month of February. This gives you an opportunity to read and review the service agreement as well as to ask any questions you might have.

### **General Information**

Ocean Breeze Cleaning, Inc. is insured by:  
Nantucket Insurance Agency, Inc.  
7 Bayberry Court  
Nantucket, MA. 02554  
Phone: 508-228-5050  
Fax: 508-228-9363

**Home Plan**

A home plan is a step-by-step guide for cleaning your home. During your consultation we will review each room that you have requested to be cleaned, listing all required cleaning tasks for that room. We also include an estimated task time (ETT). This will give all parties an idea of the total amount of time necessary to complete your residential home cleaning.

**Estimated task time take into consideration:**

- Cleaning behind heavy objects or several small objects that may need to be moved. An example might be removing a collection of glass jars from a countertop, and returning the jars to the countertop.
- Any buildup of kitchen grease, pet hair, hard water and lime stains, or wax residue.
- Intricate objects such as glass figurines or books that need to be removed, cleaned, and replaced.

Please understand that a thorough cleaning is a time-consuming process. We give added care and take extra precautions with furniture, collectibles, and other objects. If you wish to make a change to the home plan after it has been completed and signed, please alert Angel Frazier in writing by e-mail or fax, and allow one full week for a second draft to be drawn, reviewed, and signed, and for a copy to be provided to you. Remember that making changes to a home plan means that ETT will change. This may decrease or increase the time allotment necessary for service provision. We thus encourage you to carefully review your initial home plan. After the home plan has been accepted, please refrain from asking us to perform tasks that are not part of the contract. We will only provide the services included on the home plan. However, Ocean Breeze Cleaning, Inc. is truly dedicated to each client’s satisfaction so at anytime we will also evaluate our client’s specialized needs per their request.

**Service Guarantee**

Ocean Breeze Cleaning, Inc. customer service policy offers each of our clients a special guarantee, that if they are not completely satisfied, inform us within 24 hours of your service, and we will gladly re-clean the area.

**On-Site Laundry**

Ocean Breeze Cleaning, Inc. will wash, dry, and fold clothes on your premises using your washing machine, drier and irons. For your further convenience and satisfaction we will use washing detergent and fabric softener provided on the premises. This is to avoid all allergic reactions and fading of clothing articles to foreign detergents and fabrics softeners.

**Dry Cleaning Drop- Off or Pick -Up**

Ocean Breeze Cleaning, Inc. will gladly drop-off or pick-up dry cleaning from our local cleaners. To ensure clothing articles are not lost during this time please properly document all articles being picked-up or dropped-off.

**Gift Certificates**

Ocean Breeze Cleaning, Inc. makes it convenient for everyone to give someone special a personalized gift. With a Ocean Breeze Cleaning, Inc. gift certificate you can relieve a friend or relatives from the burden of house cleaning or running errands, to enjoy a little extra free time.

Both parties acknowledge and confirm that they have read and approve the terms and conditions set forth in this service agreement

Date: \_\_\_\_\_

Client (PRINT): \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Hourly Fee: \_\_\_\_\_ Initial date of service: \_\_\_\_\_

Final date of service: \_\_\_\_\_

Ocean Breeze Cleaning, Inc.  
Angel C. Frazier

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Once you have read and signed the “Service Agreement” please fax it to Ocean Breeze Cleaning, Inc. at (508) 325-4950

This is a legal binding document. If you can not fully understand the terms please seek legal advise.