



Something in the Water Service Agreement

Welcome to Something in the Water Cleaning Service. We are very pleased that you have chosen us to clean your home. We are passionate about delivering an exceptional cleaning experience for you and your family. It may sound silly to say, but the goal of cleaning our homes is to remove dirt, germs and contaminants, ironically, we often end up replacing them with allergens and poisons. I am so thankful for discovering essential oils as an alternative to the toxic cleaning products. Essential oils and natural alternatives are extremely effective at cleaning your leaving your home smelling fresh, sparkling clean and best of all chemical free.

Something in the Water is proud to offer you a chemical-free house cleaning. For this reason, we will not use any of your cleaning product while cleaning your home. We are committed to you and your health! You may be wondering... Are these natural products effective? Absolutely! Are they safe? YES!! In addition to the effectiveness and safety of these products, you will love the way your home smells! We supply the all of cleaners the only thing we ask of you is to leave out your vacuum cleaner for our professionals to use in your home. We do not want to bring germs and contaminates into your home and one way we can to ensure this is to use you home vacuum cleaner.

As a team, we are committed to health and giving back to the community. We are a partner with "Cleaning for a Reason" organization where each month we clean homes for free for women who are currently going through breast cancer. We are very honored to be a part of this organization. If you know someone who is going through breast cancer you can enroll them online by going to <https://cleaningforareason.org/>.

Here are some basic facts on the products that we pride ourselves in using:

- Vinegar – a natural by-product of plant fermentation. Very effective at breaking down molds, grease and bacteria. The acidity of vinegar also serves as a mild antiseptic that hinders the growth of some bacteria and dissolves mineral-based deposits. Another fun fact about vinegar is because it has a low pH it is difficult for microorganisms to grow and the essential oils add additional antibacterial, antiviral and antifungal qualities to your cleaner.
- Thieves – This blend by Young Living has a 99.96% kill rate against airborne bacteria. It was proven to be highly antiinfection, antiviral, antibacterial, and an antiseptic. This oil is truly a potent and powerful natural home remedy.
- Lavender- This oil relieves stress, aid with sleep and so much more! I use it because it is a powerful antimicrobial, especially when combines with oils like clove, cinnamon and tea tree
- Lemon-Detoxifies, freshens, sanitizes, cleanses, brightens and whitens
- Peppermint-Is an antibacterial, antiviral, and anti-inflammatory
- Eucalyptus-Is a natural antiseptic with antifungal, anti-inflammatory and antibacterial properties.
- Rosemary-Has so many health benefits! Antibacterial, anti-inflammatory, antiviral, and anti-fungal
- Orange-Antibacterial, anti-fungal and cleansing properties
- Purification-Antiseptic, antibacterial, purifies, and antibacterial
- Manuka or Tea Tree-antibacterial, antiviral and antifungal

Most of the oils listed above also promote a sense of well-being and a host of other benefits. Since we are so passionate about making sure your house is clean, we use Norwex cloths. The Norwex microfiber attracts even the smallest particles of dirt, grease and moisture, leaving the surface free from everything using only

water. As a company we are committed to helping improve the lives of the families we serve by offering the best cleaning service using the best products to clean your home.

If you are interested in more information about any of the products, I would be happy to answer any questions.

Here are a few important highlights about our service:

Our business thrives on referrals and we are honored when you tell someone about us. When your referral becomes a customer, you get \$40 off your next cleaning. When you write a review on Facebook, Google, Bing or Yelp you will get a FREE car wash "The Works" at Jerry's Car wash in Keller. Thank you for your confidence in us!

Tipping is greatly appreciated but not required. The suggested tipping range is 10 to 15% of the fee before sales tax.

Before we arrive... our team members are thoroughly trained and certified professional cleaners. In addition to extensive training, we are also all bonded, licensed and insured.

When we arrive... we know providing quality, reliable, worry-free maid services are important to our residential customers. At Something in the Water, we provide three weeks of up-front training, important in-home procedures along with supervision and on-going training from our managers. It's our way of getting the results you're looking for in every visit!

After we're done... we're still here, available and ready to answer any questions you have. You will receive a Quality Check email after every clean and we are certainly looking forward to hearing from you! We want to become your trusted source for home cleaning services! And, we stand behind the quality of our work. Each time you rate your service your cleaning professional will also get a special recognition for a job well done!

100% Satisfaction Guarantee

After we clean, if you notice a mistake, or simply anything you believe does not meet the standards for exceptional quality we promised, just let us know within 24 hrs. - we'll come out and re-clean it for free. Our #1 job is getting and keeping you delighted!

When will your cleaning associates arrive to clean?

Our team members clean during the day from 8:00 AM - 4:45 PM - each home is assigned a time during the day for cleaning. Our team members do their very best to stick as closely to those start times as possible. However, the arrival time may vary slightly due to things such as traffic, or if our team members find they need to spend a little longer at a home to handle a special request. If you require a definite starting time for our team members, our office would be more than happy to talk about possible solutions such as making your scheduled cleaning the first appointment of the day.

Is there anything I should do before you arrive to clean?

Nice of you to ask - yes, it can help our team members if you pick up or put away any clothes, children's toys or other items before we arrive. It is also appreciated if you could make sure your pet is safe and secure before our cleaning associates come to clean. Thanks!

What if I can't be home when your team members arrive to clean?

This is the ideal situation, however since this is not always possible, please eliminate as many distractions as possible so that our tech can work uninterrupted. Try to schedule your cleaning day when there will be fewer people at home. Please secure pets and keep children in another area as we are working with equipment and other products. Many of our clients decide to provide us with a key and a code if they have an alarm system for

their home. All keys are securely marked and controlled to maintain your security. This arrangement works very well and allows us to access your home to clean at the appropriate day and time. If you do not provide us a key, and you are not home to let our team members in at their scheduled cleaning time, a lock-out charge may be applied.

What if I need to reschedule or skip my regular cleaning?

Again, no problem! We realize that life gets busy and sometimes things happen requiring you to move things around. We ask that you please let us know at least **48 hours in advance**, so we can change our team member's schedules or arrange for an alternative time and date for your cleaning. We will assess a 50% fee if you cancel with less than a **24 "business hour"** notice.

What about holidays?

We will work with you in advance of any those nationally recognized holidays to arrange for a better day and time. Speaking of the holidays, be sure to let us know if you are ever in need of extra cleaning in advance of a family get together, dinner or party - we're here to help.

When is payment due? How should I pay?

Payment is due on your regularly scheduled cleaning day. Many of our customers find it easiest to simply leave a check or cash payment out for our team members on the kitchen counter to collect when they arrive to begin their work.

Who will Something in the Water send to clean my home?

Our team members are trained to always be professionals - for example, our members will never eat, drink, smoke or use any of your electrical appliances such as radio or tv while in your home.

Will Something in the Water send the same team members each visit?

We always try to clean your home using the same cleaning associates each time, unless due to sickness or other emergency, we are unable to do so. We want you to feel confident in our team members and they are eager to get to deliver a custom cleaning for your home as quickly as possible.

Important Notes:

Personnel supplied by Something in the Water are deemed employees of Something in the Water and will not, for any purpose, be considered employees or agents of the customer.

Something in the Water is an equal opportunity employer. All necessary employment forms will be maintained by our office as required by law.

Standard Procedures:

- We confirm all appointments through an automated service which will send you a text and an email. Lock out fee \$35
- We ask that you please have loose clothing, toys, etc. picked-up prior to team member arriving to clean
- For safety and insurance reasons, we cannot climb higher than a 2-step ladder or move furniture. For areas out of our reach we will use an extension duster.
- We do not move or wipe down any electronic, TV screens or computer screens as these require special attention and specific products and procedures.
- Although we high dust first and prefer to work from the upper level of your home to the lower level, please know that you may have dust resettle after we leave. If you prefer that we start in a lower area first you may see more resettling after we leave.

- Part of your service includes one **(1) bed change**. If linen is part of your service, please have linen on the end of each bed. If you would like additional linens changed the fee is \$6 per bed change.
- Unless otherwise arranged, please leave check for each visit on kitchen counter. Return check fee - \$25.
- Please provide maid service with necessary keys and security codes prior to start of work
- Upon completion of work, alarms and lights will be secured per instructions
- We reserve the right to raise our rates at any time. You will be given advanced notice of a price increase.

Are you insured? What if something gets broken?

While our team members are trained on proper cleaning procedures and pride themselves in being careful, if anything were to get broken as the result of something one of our team members did while cleaning - we want to step up to make it right! That means trying to as quickly as possible to either repair or replace it - and because all our team members are insured, we would file a claim whenever necessary to help resolve the situation. If you would like, we would be glad to send you a certificate showing our insurance is complete and up-to-date. Something in the Water will furnish all forms of insurance required by law and shall maintain the same in force.

We offer two packages for you to choose from below are the tasks that are included with each service.

Standard Maid Service: Weekly/Bi-Weekly/Monthly cost for your home _____

- Dust and remove cobwebs from ceiling vents, fans, air returns, and walls using extension duster
- Dust baseboards, interior doors and cabinets
- Dust window sills, ledges, blinds and wall hangings
- Dust furniture thoroughly including tops, sides, legs and bases
- Wipe clean mirrors, horizontal surfaces and light switch covers
- Wipe clean surfaces such as table tops, legs, bases
- Scour and wipe clean sinks paying attention close to faucet
- Clean light switch covers and window above sink
- Wipe clean and dry exterior of large & small appliances; microwave inside & out
- Dust top of the refrigerator using a microfiber extension wand
- Vacuum upholstered furniture including pillows and cushions
- Vacuum carpeted floors using edge attachments when necessary
- Vacuum hard floors using appropriate attachment or canister vacuum extension with soft brush tool
- Clean kitchen hard floor (wood floor: use slightly dampened microfiber pad, dry)
- Arrange items neatly
- Gather and remove trash
- Clean tops sides and bases of appliances; washer and dryer - Laundry only
- 1 bed change if linens are available, make other beds
- Clean tub and shower using cleaner and scrub brush to remove soap buildup, including on doors and in tracks
- Disinfectant and wipe clean toilet, sinks and faucets
- After cleaning, rinse and dry tubs, showers, toilets and sinks
- Polish all chrome surfaces such as faucets with clean, dry cloth
- Clean and disinfect bathroom hard floor
- Straighten and leave towels neatly arranged

The Works Cleaning: Weekly/Bi-Weekly/Monthly cost for your home _____

- This cleaning project consists of performing all duties included in the standard maid service program, as well as the following:
- Refrigerator cleaned and polished, including the top (if accessible) – outside only
- Stove cleaned – inside door and outside
- Clean kitchen cabinets – outside
- Clean inside of pantry
- Clean inside of patio door and entry glass
- Window sills and tracks thoroughly wiped down

- Door frames, woodwork spot cleaned
- Baseboards wiped clean/spot cleaned
- Clean bathroom cabinets - outside
- Clean laundry room cabinets - outside
- Wipe clean mirrors, horizontal surfaces and light switch covers
- Wipe clean surfaces such as table tops, legs, bases and cabinet doors
- Wipe down and reline trash cans

Additional Services:

- Sweep outside patio and remove cobwebs
- Clean outside patio furniture
- Clean outside of bar-b-que grill
- Sweep interior garage and remove cobwebs
- Wash dishes
- Fold laundry
- Change and make additional beds
- Clean inside of refrigerator
- Clean inside of stove

This agreement may be terminated or canceled at any time with a minimum of thirty (30) days written notice from either party.

This Agreement ("this Agreement") is made and entered into as of _____, 20____, by and between Something in the Water, with its principal place of business located at _____, Fort Worth, TX and _____ located at _____.

NOW, THEREFORE, in consideration of the mutual promises and benefits to be derived by the parties they mutually agree to the terms and conditions as outlined above in this agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the date and year first written above.