

KAT'S KEEN CLEANING

CLEANING SERVICES POLICY & LIABILITY AGREEMENT

Kat's Keen Cleaning ("KKC")

This policy outlines the terms and conditions under which KKC provides cleaning services such as Standard Surface-Level Cleaning and Deep Cleaning. By scheduling services and signing the Booking Form, the client acknowledges, understands, and agrees to all policies described herein.

1. Appointment Requests & Confirmation

- 1.1. Submission of a date and time through any Booking Form constitutes an **appointment request only**.
- 1.2. No appointment shall be considered confirmed until the client receives written or electronic confirmation—such as emailing and text messaging—from KKC.
- 1.3. KKC reserves the right to decline, modify, or reschedule appointment requests at its discretion.

2. Scope of Standard Cleaning Services

2.1. All cleaning services include the standard cleaning tasks for the rooms and options selected on the Booking Form. These services may include, but are not limited to:

- Dusting of accessible surfaces
- Sweeping and mopping of hard floors
- Vacuuming floors and rugs
- Light surface decluttering
- Wiping and disinfecting selected surfaces
- Cleaning mirrors
- Interior trash removal
- Light deodorizing (upon request)

2.2. Client selections on the Booking Form (e.g., countertops, bed-making, bathroom options) assist KKC in customizing services and **do not affect the base cost** unless the client selects a paid Add-On Service.

2.3. Tasks not included in the standard cleaning scope shall be billed as **Add-On Services**.

3. Add-On Services & Additional Labor

3.1. Add-On Services (including but not limited to strong sanitation, carpet shampooing, windows, heavy pet hair removal) are billed separately.

3.2. All Add-On Services must be approved prior to the appointment.

3.3. KKC reserves the right to adjust pricing for services requiring additional time, specialized products, or increased labor due to the condition of the home.

4. Service Area & Mileage Fees

4.1. A mileage fee shall apply to all appointments—including consultations—located outside 15 miles of Licking, Missouri.

4.2. Mileage fees will be disclosed prior to confirming the appointment or consultation.

4.3. KKC may adjust travel fees at its discretion based on distance and accessibility.

5. Client Responsibilities & Required Disclosures

5.1. The client agrees to provide accurate and complete information regarding:

- Allergies and sensitivities to cleaning products
- Pre-existing damage to surfaces, flooring, décor, appliances, or furnishings
- Fragile or high-risk items
- Safety hazards, including but not limited to electrical hazards, loose flooring, or structural issues
- Restricted rooms or areas
- Any surface or material requiring special care or cleaning products

5.2. KKC shall not be held responsible for issues arising from incomplete, inaccurate, or omitted information provided by the client.

6. Liability & Damage Prevention Policy

6.1. Pre-Existing Damage

KKC is not liable for:

- Damage, defects, or wear that existed prior to cleaning
- Items that loosen, break, or shift due to age, instability, improper installation, or deterioration
- Damage revealed or made more visible after cleaning (e.g., scratches hidden by dust, loosened caulk, deteriorated paint)

6.2. Fragile, Delicate, or High-Risk Items

6.2.1. The client must identify fragile or high-value items before service begins.

6.2.2. KKC may refuse to clean or handle items that appear unsafe, unstable, or at elevated risk of damage.

6.2.3. KKC shall not be liable for damage to items that were not disclosed as fragile or delicate.

6.3. Reasonable Care and Standard Practices

6.3.1. KKC uses reasonable care during all cleaning services; however, minor accidents are possible.

6.3.2. In the event of accidental damage, KKC will notify the client promptly and address the situation in good faith.

6.3.3. KKC is not liable for damage resulting from:

- Excessive clutter limiting safe movement
- Items blocking access or stored unsafely
- Electrical or mechanical failures of appliances
- Surfaces or materials that react negatively to cleaning products
- Use of client-provided cleaning products or methods

6.4. Unsafe or Unsanitary Conditions

6.4.1. KKC reserves the right to refuse or discontinue service if conditions are deemed unsafe, hazardous, or outside reasonable expectations for residential cleaning.

6.4.2. This includes, but is not limited to: biohazards, infestations, excessive waste, dangerous pets, and unsafe structural conditions.

7. Additional Time or Fees

7.1. If the condition of the home requires more time or labor than indicated on the Booking Form, additional fees may apply.

7.2. KKC will attempt to communicate any necessary adjustments prior to or during service.

8. Payment Terms

8.1. Payment for all services is due **in full on the day of service**.

8.2. Failure to remit payment may result in refusal of future services.

9. Agreement to Policy & Terms

By **signing your name** on the General Cleaning Booking Form, the client acknowledges and agrees that:

- They have read, understand, and accept all terms of this KKC Cleaning Services Policy and Liability Agreement
- All information provided on the Booking Form is accurate
- They agree to comply with all guidelines and disclosures required by KKC
- They accept all service conditions, pricing structures, and limitations of liability
- This agreement is binding upon booking