

KAT'S KEEN CLEANING

MOVE-IN / MOVE-OUT CLEANING POLICY & LIABILITY AGREEMENT

This policy outlines the terms and conditions for all Move-In and Move-Out Cleanings performed by KKC. By signing your name on the Move-In/Move-Out Booking Form, you agree to all policies listed below.

1. Appointment Requests & Confirmation

- 1.1. Selecting a date and time through the Move-In / Move-Out Booking Form is an **appointment request only**.
 - 1.2. No appointment is confirmed until the client receives written or digital confirmation from KKC (text or message).
 - 1.3. KKC reserves the right to adjust, decline, or reschedule appointments based on availability or conditions.
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2. Pricing & Billing

- 2.1. Move-In/Move-Out Cleanings are billed at **\$20.00 per hour**, with a **minimum service charge of 4 hours**.
 - 2.2. Total time is determined by the size, layout, condition, and specific needs of the home.
 - 2.3. Clients will receive an estimated time range; however, **final billing reflects actual time worked**.
 - 2.4. Add-On Services may increase the total cost.
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3. Scope of Services Included

Kitchen

- Countertops, sinks, faucets
- Exterior of cabinets
- Inside cabinets (if emptied)
- Stove top & microwave interior
- Refrigerator & oven interior (light–moderate)
- Surfaces, backsplash, and flooring

Bathrooms

- Toilets, tubs, showers
- Sinks, faucets, vanities
- Mirrors & fixtures
- Floors and spot-clean tile/grout

Living Areas & Bedrooms

- Baseboards
- Doors, trim, and light switches
- Interior & exterior windows on first floor / Interior windows second-floor or higher
- Dusting of reachable surfaces
- Spot wall cleaning (light)
- Floors: sweep, mop, vacuum, carpet shampoo

Move-In/Move-Out Focus

- Empty spaces
 - Interior cabinets and appliances
 - Removing buildup
 - Final wipe-downs
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4. Excluded Services

Unless specifically arranged as add-ons, the following are NOT included:

- Cleaning inside washer/dryer
 - Exterior second-story or higher windows
 - Mold removal
 - Biohazards or bodily fluids
 - Hoarding-level cleaning
 - Furniture moving
 - Paint, marker, tar, drywall compound, or permanent stain removal
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5. Heavy Condition Fee

A **\$15–\$80 Heavy Condition Fee** may apply when the home requires additional time or equipment, including:

- Excessive grease
- Heavy pet hair or odors

- Food or drink spills left long-term
- Sticky flooring
- Excessive trash or debris
- Long-term buildup
- Deep oven or fridge conditions

KKC will communicate this as clearly as possible before or during cleaning.

6. Client Responsibilities

Clients must disclose:

- Pre-existing damage
- Hazardous areas
- Specialty surfaces
- Delicate or fragile items
- Any restricted rooms or areas

Utilities (water and electricity) must be on during cleaning.

KKC is not responsible for incomplete services if utilities are shut off or access is blocked.

7. Liability & Damage Prevention

Pre-Existing Damage

KKC is not liable for:

- Damage that existed before cleaning

- Surfaces that chip, peel, or break due to age
- Loose fixtures, trim, or hardware
- Appliances that malfunction during normal cleaning
- Damage revealed after dirt/grime is removed

Fragile Items

Clients must identify fragile surfaces or items. KKC may decline to clean unsafe or unstable items.

Safety

KKC may refuse or stop service if conditions pose a safety risk.

8. Payment Terms

Payment is due **in full on the day of service** unless otherwise agreed upon in writing.

9. Agreement to Terms

By booking and signing your name on the Move-In/Move-Out form, you confirm:

- You have read and understand this full policy
- You agree to hourly billing at \$20/hr
- You accept the scope, limitations, and conditions
- You agree to pay for time worked and any applicable fees