



Please take a moment to read over our policies and procedures.

1. **Insurance:** Oh La La is 100% Insured with General Liability and Workers Compensation
2. **Filings:** We're responsible for workman's compensation and handling of all payroll taxes for our employees.
3. **Supplies:** We provide all equipment and supplies. (as per customer request)

4. **Technicians:** a.) Our technicians generally arrive in groups of two or more for efficiency. Supervisors/Team Leads are present as per agreement.

b.) Our technicians are not allowed to eat, smoke or use cellular phones (for personal use) while at your facility. c.) Each technician has received a criminal background check and has been drug tested. d.) Our technicians must clean your facility in uniform; this always includes their visible employee badges. e.) Our technicians are required to wear shoes while working at your facility for sanitary and safety reasons; however, shoe covers will be used if required. f.) Gloves and N95 masks are a mandatory part of our technician' uniforms.

5. **Referrals:** Clients will receive a 20% discount on their next cleaning, a free cleaning or an applied credit toward their balance with every new referral they provide after their referral's first cleaning has been complete.

6. **Promotions:** Any promotions, coupons and discounts must be approved by an account manager and contingent upon signed service agreement.

7. **Refunds:** The only time a refund will be granted is if a Client has signed or agreed by electronic mail a contract for services and wishes to cancel within 48 hours prior to scheduled service or if the Client has received no services but paid in advance and does not reschedule the cleaning to be in the following 7 days. Also, a refund may be granted for unsatisfactory service as per company's guarantee *Please Note: Refund process may take up to 30 days.

8. **Schedule changes/Cancellations:** If your service date and/or time need to be changed - we require a 48 hour notice by phone or email to cancel or reschedule your cleaning. A Client that cancels with less than 48 hours will be invoiced \$25.00. We do take into consideration that acts of nature do occur and, in those cases, the \$25.00 fee will be waived. If notice isn't provided and we travel to the location and are unable to gain access, the Client will be invoiced a \$30.00 travel fee. Permanent cancellation requests must be made at least 60 business days from final cleaning unless otherwise stated in your agreement.

9. **Service Hours:** Regular operating hours are from Monday-Saturday from 5am-11pm unless otherwise stated/agreed on service agreement

10. **Technicians return service:** (example.) technicians are in the office cleaning your desk, afterwards they're preparing to clean your bathroom to find out there is no water. If a cleaner needs to come back after the Client's water is on, there will be a fee that is based on the day of the week the cleaners will need to come back on. (If Cleaners need to return for ANY reason outside of Oh La La Spotless Inc. fault, this will apply).

10.1 If cleaners return **a.)** Monday- Friday \$20.00, **b.)** Saturday \$30.00 and **c.)** Sunday \$45.00

11. **Temporarily Suspension Services:** If your facility is going to be closed, we request that you let us know as soon as possible so we don't arrive unnecessarily. (There is no fee or need, to reevaluate the property).

12. **Security codes:** If you're not going to be at the facility when we begin and/or finish cleaning we require that you deactivate your security alarms or provide Oh La La with a code or key to enter and exit. If our technicians can't access the property upon scheduled arrival and would have to return, this would fall under our technician Return Service policy.

13. **Assessments/Evaluations:** When an Oh La La Spotless Account Manager comes to provide you with an assessment of your property, please explain to them the specifics of what you'd like to have cleaned throughout the location.

After our physical evaluation is completed, we'll calculate the totals for what you've requested and send you the complete estimate that outlines specific details via email. If you'd like to add or change services, please contact our office by phone or email and a new estimate will be provided. If there are any requests for additional services, schedule changes or needed supplies before technician's arrival, we may not be able to provide that service that day, if proper notice has not been received at our office. A 24 hour notice is required to allot accurate timing for changes.

14. **ADD-ONS AND TRADES:** Anything outside of our agreed upon scope of work, including the cleaning of spaces not originally included in the bid, are considered add-ons and additional fees will apply. Trades are at the discretion of the office. Our cleaning technicians are not authorized to deviate from the work order without prior approval from management. All add-ons and trades must be processed through the office, and not through our cleaning technicians.

15. **Interior Construction:** Due to potential safety issues, we cannot allow cleaning around interior construction and/or renovations projects. There is a danger of accidents and we do not want to interfere with another professional's work in progress

16. **Payment:** I.) Oh La La cleaning services require payment to be made in full at the time of receiving your invoice by email within 10 business days. Services are billed on the 1st of each month and due by the 15th of the month. II.) Clients on contract are not required to pay a deposit. III.) Clients are required to submit in writing any additional work needed not stated on the current contract or additional fees may applied. IV.) Emergency or after hours Cleaning are billed at a rate of \$35/hr, unless agreed differently. The assessment would then be provided upon arrival and the Client will be responsible for making that payment at the time of completion

17. **Late fee:** Clients Invoiced must make their payments on time. Payments not made by the due date will result in an additional 10% late fee on the 4th day of delinquency. If the amount due is not paid by the 7th day of delinquency, Oh La La Spotless Inc may cease services without refund due to Client.

18. **Payment:** All services are to be paid via credit/debit/ACH or check, all checks must be made payable to: Oh La La Spotless, Inc. 7500 NW 25th St, Ste 254, Miami FL 33122

19. **NSF:** There is a \$34.00 fee for all NSF (non-sufficient funds) checks

20. **OhLaLa Responsibility:** Oh La La Spotless Inc. is not responsible for damage due to faulty or improper installation of items located at the Clients' facility. Please inform us of any items at your property that require special attention. The Technician's Supervisor/Team Lead will immediately notify the Client of any accidental damage that may occur during their visits. In the event that the Client finds any area not cleaned, that was supposed to be, or damage at the property as a result of our services, the Client must notify Oh La La Spotless Inc. within twenty-four (24) hours after service or the Client will be denied compensation of any kind.

21. **Service Limitation:** a) We do not climb higher than a 2-step ladder b) We cannot move furniture over 25lbs but will try to reach a visible place with an extension duster c) desks or furniture that has not been clear for cleaning will remain untouched by our team d) If you would like us to clean behind appliances, desks, bookshelves, etc., please move it prior to cleaning to allow access to the desired area. E) If an area is considered or has the potential to be considered a bio-hazard, that area will not be cleaned F) Outside windows are to be requested and billed separately.

22. **Cleaning Technicians:** If you need to communicate with any of our cleaning staff or have any special request or concerns, please contact our main branch at 305-985-0345 to forward the call to the appropriate team. *B) You agree not to solicit to hire any staff member introduced to you by Oh La La Spotless, Inc for any related services for a period of two (2) years. If you are found to have solicited one of our staff members, please be advised that our referral/training fee is \$4,500 payable to Oh La La Spotless, Inc. immediately upon employing our staff for any services to your home/business. Your cleaning technician will also be immediately terminated.

23. **Non-Solicitation:** The purpose of this policy is to establish a work environment that is free from solicitation efforts that do not relate to Oh La La Spotless, Inc business or interest. In order to maintain and promote safe and efficient operations, employee discipline, and an attractive work place, there shall be no solicitation or distribution of material for any reason or cause. Selling/Offering goods and services for personal profit or benefit is also prohibited. This policy applies to all employees, contractors, clients or/and vendors doing business with Oh La La Spotless, Inc. Any violation should be reported to supervisor/manager in charge and disciplinary/legal action will be taken against the solicitor.

24. **GUARANTEE:** We offer a 100% Satisfaction Guarantee. This means that if you are not satisfied with your cleaning, notify us within 24 hours of your cleaning visit and we will return to fix the problem. If you are still not happy for any reason, you don't pay!

25. **Holiday Scheduled:** Oh La La Spotless's office observes the following Federal Holidays, New Year's Eve, New Year's Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day, as a result our office will be closed but service can be scheduled for an additional fee. Any scheduled cleaning (unless emergency calls/premium rate apply) will service your site the day following that holiday.

26. **Disclaimer:** We reserve the right to change our rates in according to the Market Status at any given time.

Any suggestions you may have, are welcomed!

Oh La La Spotless, Inc.

(305) 985-0345

Customer Care Division

7500 NW 25th ST, Ste 254

Miami, FL 33122