

#### Keep In Mind:

- For serious concerns Please call our Customer Care team directly at 626-263-4092 for proper resolution. Please kindly refrain from any direct instructions to our Team Members for these matters, thank you.
- Also, please be kind and respectful to our staff, they are genuinely nice people. Please also do not solicit, harass, or ask for their personal number or information and do not solicit them for their information, or for work outside of Pink Sponge for their safety and to keep with Company Policies. Thank you.
- For proper cleaning, we require all members of household during our visits to conduct themselves with decency around our teams and employees. As such, please ensure all members/guests are fully clothed, appropriately acting and ready for our Team's arrival in advance. Thank you.
- In order to ensure top quality care, please leave the house cleared and ready to be cleaned of items on floors, counters and carpets including all kitchens and bathrooms please. We also encourage you to please plan to shower or cook after we complete our cleaning so please ensure they are vacant during our visits, thank you in advance.
- At times when necessary our team members may need to use your restrooms. Please let us know if you would like to opt out of this option.
- Video, recordings or photos of staff, systems or practices is proprietary to Pink Sponge, so please refrain from doing so at any time unless approved. Thank you.
- Use of Company name, logo or practices without consent is also strictly prohibited.
- In the event of any controversy or claim arising out of or relating to this agreement, or a breach thereof, the parties hereto shall first attempt to settle the dispute by mediation through arbitration.
- Please be aware, supervisors at times routinely visit service sites or cleanings to ensure quality and safety, please be advised. They will be recognizable by company name tags and uniform and will speak with our Employees on site.
- Your email address provided at the time of booking will be used for generating support tickets, logging into your client portal and receiving your visit reminders so please ensure you have frequent access to it.

#### Scheduling

- For recurring clients, your visit schedule is built out from the date of your first visit, your rotation begins immediately following the day and time of that first visit according to your frequency of choice.
- Rescheduling or change of frequency will occasionally require a change of day/time, so please provide one weeks advance notice if this type of change is required.
- If you happen to change your frequency of service and/or cancel your visits frequently there will be a surcharge added to your next visit.
- In the event of rescheduling, we will automatically default to your normally scheduled day and time unless notified otherwise for your next visit
- For rescheduling, we will send a confirmation receipt of your request to cancel or reschedule so please be sure you receive this confirmation, otherwise the fees listed above will be applied please provide us with a more than 24-hour notice or a \$25 fee is incurred.
- Cancellations at your door will result in a \$74 fee.
- Our top priority is to clean your home on the agreed upon scheduled day and time, however, on occasion, things will happen that are out of our control. These types of events might cause an adjustment to your arrival window, a switch of our team members, etc. that we will try to inform you of before your visit. Please keep in mind we have your best interest at heart and will always work to provide the best service possible but cannot guarantee arrival times in advance. Thank you.

#### Payment System

- We accept Visa, MasterCard, American Express & Discover Card payments only. At this time, we do not accept cash or check as forms of payment.
- There is a 3hr minimum to all timed bookings.
- All billing hours are rounded to the nearest 15min, if applicable.
- All visits include a 12% tip for your Pink Sponge Team Member. All tip funds are pooled and shared amongst our Team Members equally.
- Each visit will also have a tax applied to it in order to pay for all of the miscellaneous California Business taxes we must pay. This is done so that we do not have to increase our cleaning prices!
- In the event of a non-payment to Pink Sponge for services rendered, Pink Sponge will suspend services until account is brought current, so please ensure timely payment.
- Upon non-payment beyond 60 days, you agree to have your account brought to a collection agency. If account is left for more than 30 days, a 10% late fee will be incurred.
- If something happens during one of our visits and you are not home, we will leave a note to inform you of what happened and give you a call. If an item is broken, we will either repair or replace it, depending on the situation and item broken, we apologize in advance as we are aware accidents happen and will always attempt to make it right.
- We do not accept alarm codes; please turn off alarms before our team's arrival. If the alarm activates upon our arrival, we will call you right away to inform you.

#### Reminders:

- Our team members will be following the package you have chosen. In the event you have chosen a "Flexible" package of any kind, please ensure your checklist of items to clean is current and accurate to what you would like to have done before our team's arrival.
- We do not clean items on the "Unavailable Items List."
- Our Team Members will always do their best during each cleaning; however, we do not ever promise a "Deep Cleaning," and our teams will not be able to clean EVERY surface of your home. In the event of a concern in this regard, please contact our office and we will do our best to resolve it, thank you.
- For floors, please remember that once we have mopped they will be wet and will stain if walked on, we ask that you allow proper time (15 min±) to dry before Any use.
- You consent to allow us to use your anonymous and/or external data for internal purposes.
- We do not want to be responsible for any lost or misplaced items so please safeguard your valuables before our team's arrival.
- If you want to provide your own products for us to use, please have them ready and labeled so that we use them as described, thank you.
- Please leave a note on doors of rooms not needing to be cleaned, if applicable.
- Our teams are unable to handle pets, so please have your pets kept in a safe area before our arrival.
- We cannot, under any circumstance, clean windows of any size, shape or form, including sliding glass doors.
- In order to clean your home, the utilities must be on including lights, power and hot water.
- For any Once-Only cleanings, once the work is complete, you must be present to sign off on the work. The team will ask you to complete a final walk through of the house and then once you sign off, your job is complete, thank you.
- If you are not able to be present at the end of the cleaning, you will be waiving the right to correct the team's work.
- At times our team members take before and after pictures of the work that is performed. All content is used for internal training purposes as well as advertising purposes but will not reveal the identity of your home or you as the homeowner.

#### How We Operate

- In the event we "do" miss cleaning items, please call our office so that we can guarantee your happiness and attempt to make it right.
- Our team members will be wearing Body Cameras and have SOS enabled devices during the entirety of your cleaning for their protection. They are to only be turned on and used if the team member feels threatened or in danger, so please be advised.
- At times, Pink Sponge Inc. uses an electronic lockbox system with timed access for Pink Sponge employees, if applicable.
- We will, at times, utilize your compliments, reviews and other positive feedback provided in multiple marketing platforms to help share our services with others like you!
- We reserve the right to refuse and cancel service to anyone for any reason at any time and vacate any premises we deem unsafe so please keep the safety of our employees in mind, please be advised.
- We reserve the right to refuse to clean any areas or items that are deemed hazardous or unsanitary to our employees such as blood, feces/stool, hazardous chemicals, needles, drugs etc.
- We do not clean, organize, sanitize or handle tobacco, fire arms, alcohol or drugs.
- As a reminder, all of our team members are background checked, directly hired and certified employees, not subcontractors, so please refrain from adverse behavior. Thank you.

We are so  
excited to see  
you soon!!