

CUSTOMER AGREEMENT & TERMS OF SERVICE

By agreeing to services, you (“you”, “client”, or “customer”) acknowledge that you have read and agree to the Terms of Service of Emily’s Maids. This agreement serves as your confirmation that you understand and accept the policies outlined below.

1. Booking, Arrival & Access

- Morning services start at **8:00 a.m.**
- All other bookings have a **2-hour arrival window** to allow for traffic, parking, or other delays.
- Please ensure your home is ready for cleaning: remove clutter, grant access, and have any pets secured.
- If you have pets, let us know ahead of time.
- All utilities (water, power, HVAC) must be turned ON when our team arrives.

2. Payment & Authorization

- We will place an **authorization hold** on your payment method one day before service.
- The final charge will be processed on the day the cleaning is completed.
- We accept credit cards only. (We have a no-check policy.)

3. Cancellation & Rescheduling Policy

- To avoid fees, please cancel or reschedule **at least 2 business days** before your service.
- Cancellations or reschedules **on the same day** as the service, lock-outs (unable to access home), or disconnected utilities will result in **100% of the service fee** being charged.
- For recurring clients, long gaps between services may require an adjusted rate.

4. Service Condition & Scope / Limitations

Upon arrival, our team will assess your home. If it’s significantly more soiled or larger than disclosed, we may adjust the scope of work and the price (heavy-duty fees may apply).

We cannot perform service if any of the following conditions exist (and the full service fee will still apply):

- ✗ Aggressive animals in the home
- ✗ Pest infestations (rats, roaches, fleas, etc.)
- ✗ Biohazards (human or animal waste, blood, etc.)
- ✗ Utilities off (water, power, HVAC)
- ✗ Excessive clutter or unsafe conditions
- ✗ No access to the home

If any of these are discovered at arrival, service will be cancelled and standard fees apply.

5. Satisfaction Guarantee

If you're not happy with a specific area of your cleaning, call us within **48 hours** and we'll return to re-clean those spots at **no charge**

This guarantee applies to the originally serviced areas and does not cover new areas or excessive recurring issues.

7. Liability, Safety & Expectations

- We provide reasonable supplies and equipment. Extra materials/equipment required beyond standard cleaning will be billed separately.
- Our teams are instructed to work without distractions. If pets, third-party workers or other interruptions prevent us from performing the job, extra time/fees may apply.
- If a team member feels unsafe and leaves the job site due to client behavior or other issues, you remain liable for full payment.
- Items of extraordinary value should be handled by the owner. We are not liable for items unsecured or previously damaged.
- We are professionals, but we are not miracle workers. Some issues may require multiple cleanings to fully resolve.

8. Photography Submission Request

To help us assess your home and provide the best service, please send photos in advance of Only when asked by our administrative staff

1. A wide-angle shot of the kitchen
2. A close-up of the stovetop
3. Wide-angle shots of the master & secondary bedrooms
4. A wide-angle shot of the living room
5. Close-up of the master & secondary bathtub/shower and toilet (seat up)
6. Close-up of a baseboard or window/door frame showing heavy build-up

Send via email to: service@emilysmaids.com Or text to: (214) 363-1722

9. Agreement Acknowledgment

By signing below, you confirm that you've read, understood and agree to these terms. You also confirm that none of the disqualifying conditions listed above are present in your home. Failure to disclose such conditions may result in a full service fee charge regardless of performance.

Full Name: _____

Phone: _____

Signature: _____

Service Date: _____

Thank you for choosing Emily's Maids.
We appreciate your business and look forward to serving your home.