



## Busy Brooms Terms and Conditions

By scheduling a one-time or recurring service with BUSY BROOMS, you are agreeing to the following terms and conditions and providing agreement to pay the amount invoiced and authorization to charge your credit card (if you have a card on file).

### Quality Service Guarantee

- Busy Brooms is fully licensed and insured.
- Reservice Guarantee: If you are dissatisfied with a portion of your cleaning, let us know within 24 hours and a crew will return to your home to reservice dissatisfactory areas.
- Please call the Busy Brooms Office at (502) 267-1444 to report any issues.

### Timeliness and Flexibility

- **Approximate Arrival**: Arrival time will be scheduled as a range of time when you can expect our team to arrive. Traffic, weather, and other factors may affect our arrival. We aim to be punctual but appreciate your flexibility for any slight delays.
- **Late Arrival Notification**: If we're running more than 30 minutes late, we will let you know via a call, text message, or email.

**Pricing/Work Time**: Hourly rates are approximate and based upon a team consisting of 2 cleaning technicians. That rate includes all equipment and cleaning products needed to complete the service. Jobs are scheduled at a minimum of 1 hour per job. There are times the team may complete their routine tasks in less than one hour. More time may be scheduled if needed, however you must contact the office to schedule extra time at least one week prior to your scheduled appointment.

- **1 Person Team**: In the event only 1 cleaning technical is available, the technician may spend more than an hour working the job. No charges will be applied up to 15 additional minutes to finish the job.
- **3 Person Team**: In the event where a job is staffed with more than 2 cleaning technicians, the team may complete the job is less than the scheduled time. A team of 3 should complete an average hourly cleaning job in 45 minutes or less. In this event, the standard hourly rate will be charged for a team of 3 completing the work in 45 min.
- Any pricing discrepancies or disputes must be reported to the Busy Brooms office at **(502) 267-1444** and not disputed with the staff.

**Addition Charges**: Additional charges may be incurred if cleaning technicians require more time than initially scheduled. More time may be charged if your home is not ready to be cleaned or if a job is underestimated due to the size or condition of the home.

- PLEASE NOTE: We are not equipped to clean bug infestations, bodily fluids, extensive pet stains or extensive grease, water or fire damage. Additionally, we do not carry heavy duty vacuums as standard equipment for large cleanups such as fireplaces, construction, etc. Any additional requests should be scheduled in advance. Please call the Busy Brooms office to ask about additional charges and adding on additional requests.
- If our staff does not feel safe in a home or environment, they will leave, or we will remove them. If we are not able to clean the entire space due to the conditions of the property, you will still be responsible for the full cost of the cleaning.

### Handling Clutter: Let's Keep It Simple

- **Pre-Cleaning Prep:** Please clear any clutter from areas you want us to clean.
- **Clutter Policy:** If a room is too cluttered, we may not be able to clean it. Please call our office to inquire about specific services like home organization services or other declutter requests.

### Add-Ons for a Deeper Clean

**Options:** Include inside window cleaning, blind cleaning, and/or inside major appliance cleaning.

- Just give us a call to ask about additional or specific cleaning requests.
- Please give us at least a week's notice to schedule any extra services that have not already been included in your cleaning.

### Rescheduling, Cancellation and Lockout Policy:

- We request at least a 48-hour notice for reschedules or cancellations. We are aware emergency situations do happen, but please let us know **as soon as possible** if you would like to cancel or reschedule an appointment.
- Please call our office at (502) 267-1444 for any requests for rescheduling or cancellation.
- **Lockouts:** If our staff is SENT AWAY or LOCKED OUT from your home during the scheduled appointment time, there will be a cancellation fee of 100% of your typical cleaning rate. We will make every effort to work within the time frame you requested but ask not to be sent away during our working hours.

### Pet Policy

- Please make sure pets are caged, secured in a room or outside when you are not home. Discuss any exceptions for friendly/unaggressive pets ahead of time with Busy Brooms management.
- Lockout fees will be charged if teams are unable to enter due to an aggressive pet loose in the home.

### Inclement Weather: Safety First

- We prioritize the safety of our staff. In extreme weather, we will reschedule your cleaning (if necessary).

### Access & Security: Your Trust is Our Priority

- **Key Security:** We keep your keys safe and unidentified for security purposes.
- **Alarm Systems:** Please inform us about any necessary alarm settings.
- **Closed Door Policy:** If doors are closed, teams are advised not to enter a room without permission.

Please call our office at **(502) 267-1444** or send an email to [Info@BusyBroomsKY.com](mailto:Info@BusyBroomsKY.com) to inquire about questions/concerns or to learn more about the services we offer.