

## Luv 2 Scrub Housekeeping

### Customer Agreement Contract

#### Service Description

#### Procedure

Before any housekeeping services are scheduled, we will conduct an initial consultation to assess your home and to gain an understanding of your needs. At this time, we will discuss which areas of your home you wish for us to focus on and/or avoid, along with any special requests you may have (i.e. regarding special furniture and items). We will then provide you with an estimate for services. Our average service rates are as follows

Service Rates				
Up to 3 Hours	4 Hours	5 Hours	6 Hours	7 Hours
6,000yen	8,000yen	10,000yen	12,000yen	14,000yen

\*Luv 2 Scrub reserves the right to charge more should cleaning services require additional time beyond what is listed above.

\*Customer referral program: Get 1 hour of cleaning free for each customer you refer to us. Customer must schedule and maintain appointment.

#### [TYPES OF SERVICES EXPLAINED](#)

- **WEEKLY & BI-WEEKLY SERVICES:** For those desiring to have a regularly scheduled service.
- **MONTHLY-ONE TIME CLEANING:** For those desiring to have cleanings done at irregular intervals on an as needed basis. Please understand, monthly service cannot be a guaranteed same day each month. However, we will do our best to accommodate you. **Monthly client = any client who schedules cleanings over 3 weeks apart.**

#### Terms of Agreement

1. You may reschedule, skip, add, or cancel any of your cleanings. We do ask for a 24-hour notice of any of these actions to avoid full cleaning charge. We have other clients who are on a set time schedule, and without notice it interferes with their cleaning times. Cancellations must be made with Mrs. Nao Hernandez by e-mail ONLY at alohanao70@gmail.com
2. In order to maintain your service rates, customer must schedule at least one monthly appointment (Three weeks apart). This also pertains to instances

3. If you are unhappy with our service for any reason, please contact Mrs. Nao Hernandez either by phone at 090-4969-0633 or by e-mail at alohanao70@gmail.com.
4. To avoid any misunderstandings and time conflicts, please do not schedule any appointments with the housekeeper on site. All appointments should be scheduled either by phone or e-mail with Mrs. Nao Hernandez.
5. Customers are responsible for providing cleaning products.
6. If you have any special requests or instructions, please communicate them at the time you schedule your appointment. (For example: not to use water on certain pieces of furniture, items you do not want touched, or instructions on how to handle certain items)
7. While scheduling your appointment, please indicate which rooms you would like us to avoid and which rooms are your top priority.
8. If at the time of service, there are any additional tasks (i.e. folding laundry) you wish the housekeeper to tend to, please confirm them with Mrs. Hernandez first. The tasks may require additional time and therefore conflict with the housekeeper's schedule. Please note that you will be charged for any time beyond what has initially been estimated.
9. To avoid misplacement, please store your valuables and precious objects.
10. Items of extreme value (monetary or sentimental) should be dusted or cleaned by the owner.
11. We assume no liability for damage or loss of items that are not secured in a proper manner, or previously damaged before cleaning. (Example: heavy pictures hanging from thumbtacks, or dings in furniture that were there before we cleaned)
12. Please be aware, some of our staff members may not be able to reach very high up areas (high shelves, kitchen cabinet tops or tall bookshelves). Our housekeeper will do his/her best to clean what is within their reach.
13. For safety reasons, we advise our housekeepers not to lift or move any heavy furniture and/or objects. However, we will clean around the object.
14. Sometimes we are called in too late to correct damage that is already done, or Items may take a couple of cleanings to look their best. We will work with you to try to remedy these spots in your home.
15. We need to be able to work freely and without distractions. Every effort is made to work safely and cautiously, but we cannot assume liability for the

safety of others. This includes children and pets. Be advised that if we are subject to distractions that affect our ability to work, we reserve the right to charge for our extra time spent in the home.

16. Payment is expected in full on the day of service. The housekeeper will confirm the total cost of services and will collect the total payment in Yen.
17. If you schedule to have your home cleaned while you are out of town, you will be required to pay for the cost of services in advance.
18. We do not offer refunds on services that have been provided. We will however, return and re-clean for any problems reported within 24 hrs. of cleaning.

I understand and accept the terms of this contract with Luv 2 Scrub  
Housekeeping

Client's Name (Print) \_\_\_\_\_ Date: \_\_\_\_\_

Client Signature \_\_\_\_\_

Client Command / DSN Line \_\_\_\_\_