



Date of Service :

Service Address:

Hours to Service:

Service Team :

Kitchen and Breakfast Nook

- Vacuum, Sweep, Mop and disinfect all floors.
- Clean the exterior of Stove, Fridge, Dishwasher and oven.
- All small appliances wiped.
- Clean the exterior and interior of Microwave.
- Clean and Sanitize Counter Tops.
- Cabinet fronts washed or dusted.
- Dust and Clean tables and chairs
- Clean and Sanitize sink.
- Place Dishes in the Dishwasher.
- Remove trash and replace bags.
- Clean ceiling fans if any and all baseboards.
- Dust and Clean Windowsills and Ledges
- Cleaning of finger marks on woodwork, doorframes and switch plates

Foyer, Dining, Living, Family, Office & Extra or Other Rooms

- F D L F O E Sweep, Mop all hardwood or tile floors
- F D L F O E Vacuum Carpets
- F D L F O E Dust and Clean Window sills and Ledges.
- F D L F O E Spot Check and Clean Glass Mirrors.
- F D L F O E Remove cushions to vacuum cushions and sofa or any other furniture.
- F D L F O E Cushions and pillows fluffed and straightened.
- F D L F O E Glass tables cleaned
- F D L F O E Dust all Picture Frames and porcelains
- F D L F O E Lamp shades wiped down or dusted
- F D L F O E All areas dusted (on top, on front and underneath (lights and Nick Knacks).
- F D L F O E Clean fans if any and all baseboards.
- F D L F O E Remove trash and replace bags.

Bedrooms

- M 1 2 3 4 Sweep, Mop all hardwood or tile floors.
- M 1 2 3 4 Vacuum Carpets (under bed if possible).
- M 1 2 3 4 Dust and Clean Windowsills and Ledges.
- M 1 2 3 4 Clean Head Boards, night tables and any other furniture.
- M 1 2 3 4 Beds made
- M 1 2 3 4 Linens changed (if left out in the Master Bedroom).
- M 1 2 3 4 Mirrors Cleaned
- M 1 2 3 4 Dust pictures and any other Nick Knacks.
- M 1 2 3 4 Remove trash and replace bags
- M 1 2 3 4 Clean ceiling fans if any and all baseboards
- M 1 2 3 4 Fingerprints removed from all woodwork, doorframes and switch plates

Bathrooms

- M 1 2 3 4 Vacuum, Sweep, Mop and disinfect all floors.
- M 1 2 3 4 Spot Check and Clean Glass Mirrors and Shower Glass Doors.
- M 1 2 3 4 Clean and Disinfect Tub and/or shower tiles.
- M 1 2 3 4 Chrome fixtures cleaned and shined
- M 1 2 3 4 Vanity top cleaned .
- M 1 2 3 4 Toilets disinfected inside an out, including base and behind.
- M 1 2 3 4 Clean and disinfect Sinks.
- M 1 2 3 4 Change Bath Towels. (if Left out)
- M 1 2 3 4 Remove trash and replace bags
- M 1 2 3 4 Clean Light fixtures
- M 1 2 3 4 Baseboards dusted or wiped
- M 1 2 3 4 Fingerprints removed from all woodwork, doorframes and switch plates.

Laundry Room

- Sweep, Mop all hardwood or tile floors.
- Vacuum Carpets (under bed if possible).

Safety

Key and Alarm Systems.

Most Nice Care® customers leave a key to their home at our office, and we take extreme measures to protect each key. We assign every customer key a security code and store it in a key safe. Managers will access your key the day of your scheduled cleaning, and then return it to the safe by the end of the day. No identifying information is ever put on any key. Also for your safety, we do not return keys by mail. Customers must come in person to the Nice Care office and present a picture ID before a key will be released. If you have an alarm system at your home and it is simple to operate, you can give instructions on its operation to Nice Care office. However, if your alarm system is complicated we prefer that your alarm be left on the day of the cleaning.

Employees

Our employees are very important to us, and we are very serious about keeping them safe, so they do not use ladders or move anything heavier than 35 lbs. These types of activities put our employees in danger of back injury or could even damage your flooring. If you would like us to clean behind appliances like a refrigerator, oven or sofa, please move it prior to the cleaning to allow access to the desired area.

Cancellation

If it is necessary to cancel/skip any scheduled cleaning day, please notify Nice Care 1 business day before the scheduled day. That will allow us to reassign the service provider or team to another appointment. If Nice Care receives less than 1 business day's notice, or can't access your home, it will be necessary for us to charge the full price of your cleaning. To ensure that all your needs are addressed, please correspond all requests and changes directly to your Nice Care office manager. Please do not communicate these important details with service providers. If for some reason you wish to terminate your Nice Care® services, please be sure to submit this in writing to Nice Care® office.

Arrival Notice

If you wish to wait for your provider to give them access into your home, please realize that we can give arrival windows of about 4 hours, such as 9:00 to 9:30 am and 1:00 to 1:30 pm. Many things can affect our schedules, such as cancellations, lockouts or customers adding services. We want to save you time, not make you waste it waiting for us to arrive. Leaving a key at the Nice Care office is the most efficient way for you to provide your service provider access to your home.

Payments and Refunds

For your convenience, Nice Care® gladly accepts the following forms of payment: MasterCard/Visa, Paypal, Cash or Check. One-time and Move in and Move out cleanings Customers will need to pay for their cleaning at the time of service. A \$10.00 non-payment fee will be incurred if payment is not made on the scheduled service day, and a \$25.00 fee is applied to all returned checks. If you use a credit card, your account will be charged the balance due, plus any fees, after each cleaning.

Refunds

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with Nice Care®. Please see our 24-Hour Guarantee if you are dissatisfied with your cleaning. There are no refunds for gift certificate purchases.

Tipping

Nice Care® never requires tipping, but it is a powerful way to say thank you to your service provider. Remember your appreciation need not be monetary. A personal note from you expressing your appreciation for their service can mean a great deal.

Referral Fee

By entering into a service agreement with Nice Care®, you agree not to hire a present or past Nice Care® staff member introduced to you by Nice Care® for any home-related service. If you do wish to employ such a staff member there is a referral job placement fee of \$2,500. This fee is due within 30 days of notification from Nice Care®. If the fee is not paid, Nice Care® reserves the right to pursue other methods of collection.

Our 24-Hour Guarantee

If you are not completely satisfied with your cleaning, simply inform Nice Care® office within 24 hours of your service and we will happily re-clean the area with which you are dissatisfied.

Breakage and Loss Policy

Nice Care® is fully bonded and insured. Our liability limits are set at a maximum of 5 times the cost of the service charge on the day in which the breakage/loss occurred. Notification must be made within 48 hours of service. Items excluded from liability are; cash, jewelry, one-of-a-kind items or hard to get items, items of sentimental value, art, antiques and electronics. Key replacement / locksmith fees are paid only if keys are lost or mis-coded. There is a \$50 per location liability limit.