

## **Terms of Service Agreement – Mrs. Fox Cleaning**

To ensure your service runs at utmost smoothness, with our team being punctual, efficient, and well prepared, we at Mrs. Fox Cleaning have developed some key terms and conditions to operate by.

Use of our services constitutes your acceptance of these terms and conditions. There is no term to this agreement between you, the client and Mrs. Fox Cleaning in Wohlen CH. You may cancel your cleaning service with 7 days notice. Mrs. Fox Cleaning also reserves the right to cancel the service provided with 7 days notice. Use of our services constitutes your acceptance of the terms and conditions in the pages below or updated at [www.mrsfox.ch](http://www.mrsfox.ch).

### **SERVICE:**

This Terms of Service applies to the following cleaning services offered by Mrs. Fox Cleaning in your HOME:

- Initial / First Time Clean
- Sporadic / Spring Clean
- Recurring Clean (daily, every 1/2/3/4 week)
- Post Construction Clean
- Move In / Move Out Clean
- Airbnb / Short Term Vacation Rental Clean
- Pre-Event / Pre-Sale Clean
- Post-Event Clean
- For carpet/rug/upholstery and special/valuable furniture cleaning, we refer you to a separate individual Agreement tailored to your specific needs and preferences
- For commercial cleaning, including strata and building maintenance, we refer you to a customized Agreement.

### **INSURANCE & LIABILITY:**

Mrs. Fox Cleaning holds a liability insurance for any damages or losses that may occur during our service by our team. Mrs. Fox Cleaning also maintains an injury coverage policy for our team members.

### **BOOKING:**

1. You may make a booking either in person, by telephone, email or by direct messages on social media.
2. At the time of booking, you must provide details of any hazards, slippery surfaces, risks or dangers in your premises that our team must be aware of to ensure a smooth operation.
3. We provide you with all quotations at the time of booking.
4. We reserve the right not to accept a booking for any reason.

### **QUALITY ASSURANCE:**

Our quality control processes consist of making random inspections (Quality Checks) and phone calls. A senior team member may enter your property during your service at any time to ensure standards are being followed. They may call you for entrance access. We believe that quality checks and routine follow-ups are the best way to maintain your satisfaction and

our high standards. You may also receive satisfaction surveys, and your honest feedback is appreciated to help us constantly improve our services.

#### **SATISFACTION GUARANTEE:**

1. In your initial walk-through, you can tell your cleaning expert (Mrs. Fox Cleaning employee) what is important to you, which items we should not touch, and what we can do to help you in your home.
2. If there is a problem or you are not satisfied with parts of the cleaning, please email us at [info@mrsfoxcleaning.com](mailto:info@mrsfoxcleaning.com) before 11:00 am the day following your cleaning, and we will make every effort to address your concern.
3. We offer free return services within 3 days of completion to fix the unsatisfactory work items.
4. Since cleaning is a very personalized and subjective service, you understand that Mrs. Fox Cleaning does not offer refunds/discounts on any portion of your cleaning fee.
5. Special note: “**Bill-by-Limit**” service bookings (see section “JOB QUOTATIONS”). When you pay for a time limit below our quote, you agree to the team leaving the worksite even if there is more work to do. Hence, we are not responsible for unfinished areas.

#### **LATE CANCELLATION FEE:**

If it is necessary for you to reschedule, cancel your one-time/sporadic booking or skip your recurring booking, we require a minimum of 48 HOURS NOTICE by email to [info@mrsfoxcleaning.com](mailto:info@mrsfoxcleaning.com) (no voicemails or texts). Otherwise, you agree to pay a late cancellation fee equivalent to 100% of your booking, e.g. if you booked a service worth CHF 200, you pay CHF 200. This fee applies to ALL circumstances - including power outages, COVID-19 symptoms, illness, and family emergencies.

#### **LOCKOUT FEE:**

Rare instances happen, where the team arrives on time but waits for the client to open (e.g. when clients need to handle emergencies or simply forget, sleep in or are delayed in a meeting). You agree to pay a lockout fee for the team's wait time before you open the door. This is calculated by the number of team members x minutes waited x your man-hour rate. If you skip a recurring booking on short notice or lock out the team, our team must still be paid. It also delays other clients in our schedule, affects client satisfaction and team morale.

#### **CONDUCT:**

Please respect our cleaning workers. Our team members are decent and trained individuals, and they respond exponentially to kindness. Our team members will also be respectful to you, do not smoke, or eat (despite little snacks they bring on their own), while working in your property, nor do they watch TV or use any other devices while working. Their only purpose while in your home is to fulfill the agreed cleaning service. If the service exceeds 5 hours, please allow the team to use the eating area for their lunch break. They will make sure to clean up after themselves.

## **SAFETY, HEALTH & WORK CONDITIONS:**

1. As your property is our worksite, our work standards require you to provide our team members with a reasonably safe and comfortable working space, e.g. heating in the winter, lights, and electricity.
2. If you have a viral infection (such as flu or COVID-19), please wear a face mask, if you need to speak to our team onsite. We do not wish to spread illness, especially to our elderly clients or clients with small children. Please be considerate to open your windows for fresh air before our arrival.
3. You must have a hot water source for the team to clean properly.
4. As we do not work at your property every day, we are less familiar with the work surroundings. Please put away sharp or dangerous objects.
5. The Team Leader is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the property.
6. Moisture on your furniture, floors and carpets can present a slip hazard on nearby hard surface areas, we ask you to avoid any areas that we are cleaning, and will advise any other guests, residents or contractors of your property as well until the floors and carpets are dry.
7. You agree to keep children or dependents away from any equipment or hot water being used as a part of the cleaning process.
8. You ensure that the environment that the team will work in, is a safe environment free from electrical, structural or biohazards.
9. Cleaning solutions (even if eco-friendly, biodegradable or natural) should not be considered for human consumption.

## **SUPPLIES:**

1. We provide the team with all cleaning equipment/supplies, including flat-head microfiber or cotton mop, color-coded cleaning cloths, cleaning products, and brushes.
2. We cannot use your equipment or cleaning chemicals for liability reasons.  
Exceptions:
  1. Vacuum cleaner: We use our clients' vacuum cleaner. In case it's a cordless one, we ask you to provide one with a cord for our regular cleanings. As an alternative, we can also bring our own vacuum cleaner, but a charge of CHF 4.12 per appointment will apply (wear and tear, and more time needed to bring all supplies onsite).
  2. Wooden floor oil: We usually clean wooden floors with just water and rinse the mop heads very well so the floor does not get wet. For non-sealed wooden floors we also add soft soap ("Schmierseife") from Sonett from time to time to give the floor some special care. But, you may, of course, also ask us to add your own wooden floor product. Please let us know at the test cleaning latest if you may want us to use your products.
3. You agree to provide a toilet brush beside each toilet. If the client's brush is unavailable or not fit for use, Mrs. Fox Cleaning will provide a new one, which will be billed to the service day's invoice.
4. Furthermore, the client agrees to provide a three-step-ladder or a stable step stool on-site to ensure safe access to elevated surfaces where necessary.

**KEYS & SECURITY ALARMS:**

Please make sure your property is accessible to our team. If you are not available for entry, please leave a key to your property either with us or in a secure, agreed-upon location on the cleaning day.

If your property is equipped with a security system, please ensure that it is in the "OFF" mode or inform our office of the codes before the service time/day. Make sure to notify our office (info@mrsfoxcleaning.com), if this code changes.

Key drop-off disclaimer: If the Client explicitly instructs Mrs. Fox Cleaning to return the property key by placing it in the mailbox or another unsecured location after the cleaning service, Fox shall not be held liable for any loss, theft, or damage arising from the key being accessed or used by third parties. Client understands that these methods of key return are considered non-secure and are undertaken at the sole risk of the Client.

**CLUTTER & GARBAGE:**

Desks, especially office desks, with a large amount of paperwork or documents may not be touched or cleaned (unless you specifically tell us to do this at an agreed appointment). We do not throw out anything that is not already in a garbage bin, as we do not assume what is garbage. We do, however, collect what we assume is garbage and put it on a pile so you can decide what to do with it.

**PETS & PLANTS:**

1. Plants: we do not water plants or move pots. Avoid putting plants on windowsills or places where pots can fall.
2. Pets: We love pets, but our team members appreciate it when pets are secured and picked up after before service so we can clean efficiently. If your pets are running around free during cleaning, we are not responsible for dirty footprints or fallen pet hair after we mop.
3. We are not responsible for locking pets in or escaping pets.
4. For dogs who do not stop barking, please take them off the property before our service. Our team cannot work properly with distractions, and some might be afraid of dogs barking.
5. We do not clean/pick up urine/feces from the floor.

**ARRIVAL TIME & WINDOW:**

Cleanings are scheduled in an order that minimizes drive time for each cleaner or team. This means the exact time of your cleaning may differ a bit each time.

Most recurring clients agree to a set "**Arrival Window**," which is the time window you allow us to arrive within, e.g. if you agree to an arrival window of "between 2 pm and 2:15 pm," we could arrive at 2 pm or 2:10 or 2:15 pm.

**JOB QUOTATIONS:**

1. The actual price payable by the client is the quoted price provided by Mrs. Fox Cleaning.
2. Unless specified otherwise, all prices and quotations have VAT included.
3. Any price quoted by Mrs. Fox Cleaning is an estimate-only price based on Mrs. Fox Cleaning's experience, without inspection, and based on information provided by the client.
4. Quotes are valid for a period of 30 days from the date of the quote.
5. The quote we provide over the telephone or via email or through the Mrs. Fox Cleaning website, is based on information provided by the client to Mrs. Fox Cleaning, and in the absence of specific room, tasks or clearly definable descriptions will be based on standard square footage estimates. If the actual work to be performed is different to what has been quoted for, the price will vary accordingly.
6. We offer the following pricing options:
  - i) Bill-By-Minute: You are billed the exact time teams spend onsite, from arrival to departure. *If a team of 3 people arrived 1pm and departed 3:15pm, you are billed 6 h 45 min (6.75 man-hours).*
  - ii) Bill-By-Limit: You are billed for the time limit you requested, and our team stops working and will depart from worksite regardless of if there is more work to do. For a 3-man-hour budget, if the team arrived 1pm, they must depart 2pm. You are billed 3 man-hours.

#### **SPECIAL REQUESTS / ADD-ONS:**

You may request Add-Ons after your initial booking/Work-Order Confirmation. This is billed in addition to the original quote. Please email us in advance for special requests. For example:

- Post construction cleaning (extra drywall dusting, paint spot removal)
- Polish furniture/gold/silver
- Wet clean your carpets
- High-pressure wash exteriors
- Treat stains on fabric/drapery/carpet/rugs/upholstery (that does not lift after wiping/vacuuming)
- coffee machines
- Balcony: awning washing/moss removal/concrete and tile washing
- Junk removal/bringing trash to a recycling place

We will do our best to schedule extra time.

#### **BILLING TERMS:**

1. Net Term: Invoice will be sent at the end of each month, with payment due within 7 days.
2. Payment methods: We accept only bank transfers at this moment.
3. Refunds: Refunds for cancellation – see section "LATE CANCELLATION FEE." Refunds for dissatisfactory work – see section "SATISFACTION GUARANTEE." Refunds are returned to the same payment method you provided, processed within 7 business days.

#### **LATE PAYMENT FEE:**

1. You agree that if we have not received payment in full for the Service within one calendar month of the original invoice date, then a late payment fee of CHF 30 applies for the first month. Interest will be charged on the fixed rate of 5% per annum on each day that any amount remains outstanding thereafter.
2. If the client's account is outstanding for more than 3 months, we will call at your property to collect payment in person, in which case an additional CHF 100 minimum call-out fee will apply.
3. Mrs. Fox Cleaning reserves the right to pass the debt on to a collection agency and refer your personal details to credit reporting agencies if the client's account remains overdue past this point. This will incur an additional charge.
4. In addition to the amounts set out above, you agree to indemnify Mrs. Fox Cleaning for all legal costs (on a lawyer and own client or full indemnity basis, whichever is greater) and other expenses incurred by Mrs. Fox Cleaning in connection with a demand, action, or other proceeding (including mediation, out of court settlement or any action taken for recovery of debt from the client) arising out of a breach of these terms including the failure by the client to pay an amount by the due date.

#### **CLEANING FEE / RATE CHANGES OR INCREASES:**

Rates may increase each year due to inflation, global supply chain shortages and wage increases to keep up with competitive market wage. This is standard not only in the cleaning industry, but across all sectors. Fees may also change when you change the scope of your Work Order or move to a new address/property. You are emailed a notice of the increase before it takes effect.

#### **OUT OF SCOPE ITEMS WE CANNOT CLEAN:**

Team members leave certain items untouched, such as personal items, sentimental displays, jewelry boxes, cosmetics, makeup, medicine, electronics, artworks or areas containing any body fluids or excretions. We only clean around these areas.

Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your property. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the area. We will leave you a note or call you regarding the problem for advice.

We do not clean inside curio cabinets. If you have firearms on display, you must be licensed and let us know in advance. If you have other items you prefer we do not touch, clean or handle, please tell us at the initial walk-through or email us at [info@mrsfoxcleaning.com](mailto:info@mrsfoxcleaning.com) and we will arrange to avoid those items.

Employees cannot climb higher than a three-step ladder, work on the outside of your home (except balcony or sweeping patio), move furniture that contains electronics, lift any objects over 20 KG, provide any pet or children-related services, or empty diaper pails. Addition "**out of scope**" examples:

- Damage or Odour from smoking / Ozone treatment / Filtration Services
- Change Light Bulbs
- Clogged toilets
- Heavy duty cleaning such as mold remediation, biohazards, hospital and specialized cleaning
- Fireplace
- Fire/Flood Damage

- Soot from smoke and cigarette
- Cobwebs or dusting above three-meter ceilings
- Curtains or cotton window coverings
- Delicate High Hanging Light Fixtures such as chandeliers
- HVAC/Inside vents, air ducts and heaters
- Shred papers and documents
- Aged/Peeling window frames
- Reseal grout and surfaces
- Hoarder occupied
- Homeless area
- Criminal area

### **ACCIDENTS & DAMAGE POLICY:**

If you have valuables or delicate items etc., it would be helpful if they would be put away to avoid damages. Regrettably, although not common, something may be broken. The team members are instructed to call our office immediately if ANYTHING is broken or damaged and to advise you of the incident. Your support our team aims to resolve all matters promptly. Each case is unique, and we have consistently provided satisfactory solutions considering accidents. **Please report suspected damages within 24 hours of service completion via email at [info@mrsfoxcleaning.com](mailto:info@mrsfoxcleaning.com).** To the extent permitted by law, the client is not entitled to claim any loss for any incident if the incident is not reported within 24 hours of completion of the service.

After we receive all relevant reports, your case will be investigated by our quality assurance manager. In the event an item is confirmed damaged or broken by Mrs. Fox Cleaning team, we reserve the option to repair or replace the item. If that is not possible, a monetary reimbursement at the current value can be offered. A valuation of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined. Any major damages may require third-party assessment by an insurance expert.

To the extent permitted by law, damage or loss to the following items is specifically excluded from the liability of Mrs. Fox Cleaning under these terms and conditions:

cash, jewelry, art, antiques, and items of sentimental value, broken furniture, scratched surfaces (like stainless appliance fronts), defects in property construction/design/trimmings, air conditioning wiring, baby items, bird baths, bird houses, chairs, concrete, dog beds, delicate or older carpet/rugs/mats that may have fringes or loose threads, drainage, fences, fence posts, flower boxes, holiday décor, path lighting, play sets and toys, pottery, outdoor curtains, stone pathways, unprotected trees, trampolines, plastic pools or other swimming pools, windows, exposed cables/wires, sprinkler components/lines normally found below the surface of the lawn.

We are further not responsible for fallen/broken wall hangings attached with anything other than "real" picture hooks. No straight pins, thread, etc. If we are required to move objects to service your property, such as furniture, appliances, toys, clothing, we will not be responsible for damages caused because of moving the object from where we need to provide our service.

### **OFFICE HOURS & HOLIDAYS:**

Our office is open Monday through Friday 9:00am to 5:00pm, closed during official cantonal Holidays and Weekends. After hours, a voicemail can be left, and we will return to you on the next business day.

Our cleaning services will not be offered on Sundays and during official cantonal Holidays.

Should you, the client, request that cleaning take place on a Sunday or an official cantonal holiday, an additional fee of 100% will apply to that service appointment.

#### **NON-SOLICITATION OF TEAM MEMBERS:**

All team members agree to non-competition with Mrs. Fox Cleaning. They are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their employment with Mrs. Fox Cleaning or for 2 years following termination of employment, without written approval from Mrs. Fox Cleaning. You agree not to hire any team members of Mrs. Fox Cleaning for a period of not less than 2 years from the date the team members last worked for Mrs. Fox Cleaning. A great deal of time and resources are put into recruiting, training and grooming our cleaning experts. In the event you feel you must hire a team member of Mrs. Fox Cleaning despite this agreement, then a CHF 2,000 placement fee is due immediately upon engaging the past/present team members, regardless of whether the employment is regular or on a contract basis.

#### **CHANGES TO AGREEMENT:**

Mrs. Fox Cleaning reserves the right to update or modify these terms and conditions at any time without prior notice and may do so by publishing an updated agreement on the Mrs. Fox Cleaning website [www.mrsfox.ch](http://www.mrsfox.ch). Each updated Terms of Service agreement will take effect upon publication on our website.

#### **JURISDICTION:**

This Agreement will be governed by the Swiss laws. The Parties agree that the district courts of Zurich will have exclusive jurisdiction regarding any dispute relating to any matters that are subject to this Agreement.

#### **EXECUTION:**

This Terms of Service Agreement is considered as accepted by you upon engaging Mrs. Fox Cleaning online or onsite. Further it will apply as general understanding between you and Mrs. Fox Cleaning regardless of any additional individual service agreement between us.