



Terms and Conditions

Phone/Office hours

We are available by phone Monday – Saturday 7:30 – 5:30; if we do not answer leave a message and we will call you back as soon as possible. In the case of an emergency or you need to cancel a service you may call at any time. Please reserve inquiries during office hours.

Cleaning Hours

We are available for cleaning Monday –Saturday between 9:00AM – 6:00PM, with our last clean of the day scheduled no later than 3:30pm. We do offer cleanings outside of these hours however, special appointment request must be made ahead of time.

Scheduling

To ensure quality service for all valued clients, Intown PROservices cannot specify exact arrival times. Our arrival windows are either 9:00AM - 12:00PM or 12:00PM - 3:00PM. All appointments are booked at either 9:00AM or 12:00PM and service providers will arrive within a three-hour window of your scheduled appointment. You will be notified 1 hour prior to our arrival.

Estimates

Estimates are based on the information provided by the client. If the condition of the property is not the same as the info provided, the price for service is subject to change at the company's discretion. As such we reserve the right to update the pricing for any home if we arrive and there are more rooms than indicated at the time of booking or if your home has more than normal soil conditions. Any changes in cost will be discussed with the client prior to commencing work.

We base our calculations on average cleaning times of similar home sizes and conditions. If more time is needed because of special requests, added on services, heavily soiled surfaces, or any other reasons beyond our control, you will be billed an hourly rate of **\$65 per hour** for additional time. Please note that your service provider may be scheduled for another client which may prevent them from completing the extra work. Someone from our office will contact you to schedule continued cleaning.

Initial Cleaning

For all first-time clients or clients who have gone longer than 4 weeks since last serviced, a **Deep Cleaning is required**. This allows us to bring your home to a level of cleanliness that is maintainable with regular service.

Hourly Service

When you order "hourly service" The cleaner will follow your priority list for the scheduled time block. If you did not provide a priority list, the cleaner may clean items at their discretion, and we cannot guarantee that these are items that you want completed. Priority list should be submitted at least 24 hours before your scheduled appointment to list@cleanatl.com

Your cleaning time is based on "man-hours" (m/hr). For example: for a 4-hour appointment, we may send a team of 2 staff for 2 hours, equaling 4 man-hours. We will not be able to issue any refunds if you opt to release the team before the scheduled time is up.

Recurring Flat Rate Service

After your initial cleaning we will provide a flat rate for recurring service. The flat rate is calculated based on how much time it will take to clean your home under normal conditions. While we do not charge extra if it takes longer than expected, we reserve the right to increase your flat rate if completing the cleaning consistently takes longer than originally priced.

Cancellations

Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. We request that you give us a minimum of 24 hours advance notice if you need to modify or cancel your appointment for any reason. To cancel or reschedule your appointment please click the link found at the bottom of your confirmation email or send us an email to scheduling@cleanatl.com Failure to provide adequate notice could result in a \$50 late cancellation fee.

Access to your home

We will make every effort to arrive to your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to issue us a house key. Your key is coded with a number, it is never associated with your street address, and is kept in a locked secure key box. If you do choose to meet the team for access to your home, we offer you one of two time slots (between 8:00am – 12:00 pm or 12:00 pm – 3:00 pm). Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing.

Credit Cards and Payments

We require a valid credit card on file for booking without exception. Your card will ensure your booking spot and will not be charged when you book. A temporary hold for the total dollar amount will be placed on your card. Once the service is completed, we will charge your card, usually the following day unless other arrangements have been made in writing. If your Card declines the “Hold” the Company will not send a cleaner and we will attempt to contact, you to address the issue.

Refunds and Guarantees.

If you are not 100% satisfied with the quality of cleaning of any of the serviced areas, please contact us within 24 hours of your appointment. We will revisit your home at no extra charge to remedy any issues to your satisfaction. However, due to the subjective nature of the term “clean”, Intown PROservices, Inc. does not offer refunds for services.

Breakage or Damage

We train our staff to take extra care with your belongings, however occasional accidents do happen. Our staff is instructed to report breakage or damage immediately to the office and to you if you are available. If you believe that something has been damaged or broken by us, please report it within 24 hours after your appointment.

Intown PROservices, Inc.’s total liability for other property damage is limited to a refund of the amount paid for the cleaning service rendered on the date that the damage occurred. Intown PROservices, Inc., at its sole discretion, and without admitting liability, may offer to replace or repair the property, in lieu of a refund. Intown PROservices, Inc will choose the method, manner, and person or persons to perform or supply such repair or replacement.

We are not liable for damage that is caused by “normal wear and tear”, improper installation of an item(s), or artwork, collectibles or family heirlooms valued over \$200 and that is not disclosed during the time of making the appointment. These items are expensive and/or impossible to replace. In that case, we do not assume the risk of cleaning such items. It is the customer’s responsibility to inform, in writing, of any item(s) that fall into this category.

We cannot take responsibility for damage to items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall), or items that had prior damage.

How we work

To ensure the highest quality of service, our team is trained to complete tasks that require the most energy at the beginning of the service and end with the easiest items. Because of this, rooms may not be finished just because the technician is in a different room working on something else. We ask that you do not instruct your cleaning team to alter their routines as this may lead to other areas of the home to be neglected. If you notice something that you feel needs more attention, we ask that you please wait until the walk through to point out the issue.

Service Disclaimer:

- Intown PROservices, Inc does NOT guarantee the removal of stains such as, rust, mildew or others caused by hard water build-up or lack of maintenance.
- All areas are expected to be free of clutter.
- We require to be informed of items or surfaces needing special care.
- All surfaces (i.e. marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm.
- Furniture on wood floors is assumed to have proper protection.



Terms of Service Airbnb/Short-term Rental Turnover Services

Terms of Service

Following are our basic terms of service. We reserve the right to alter or modify these terms at any time in which you will be given the revised Agreement and your continued use of the service implies agreement with these terms.

Company agrees to provide cleaning and turnover services (“service”, “services”, - set out in Appendix A) to you per your request. A service request can be a direct booking through our website www.cleanatl.com, a request or booking via text/ email or phone, or via any software, platform or project management tool you might be using to manage your guest bookings/ turnovers etc., that you give us access to. Every newly assigned cleaning/ turnover service via any software or platform will be seen as new service request. By requesting or directly booking one or more of our services in any way, you are agreeing to these Terms of Service. We will always try to perform the requested services within the requested time frame or until the latest due time (most of the times before a scheduled check-in). INTOWN PROSERVICES, INC reserves the right to not accept, cancel or re-schedule any requested service or booking at any time. This happens very rarely, but if company is not able to accept a service request or is in a position that forces company to cancel or re-schedule, company will let client know as soon as possible before the actual date of requested service. In case of online bookings that are already paid for, Company will refund the payment for the cancelled/ not accepted service request. We will not be liable to you or be deemed to be in breach of this agreement for any delay in performing, or any failure to perform, any of our obligations, if the delay or failure was due to any cause beyond our reasonable control such as shortages, unavailability, overbooking, severe weather, power or other utility cut-off, burglary, natural disaster, strikes, governmental action, terrorism, war, civil unrest or other similar occurrences. In no event shall we be liable for exemplary, incidental, indirect, special or consequential damages or for any business, financial or economic loss such as lost reputation, lost bargain, lost profit, loss of anticipated savings or lost opportunity arising out of or resulting from this agreement (even if we have been advised of the possibility thereof) and whether such loss arises as a result of negligence, breach of contract, tort or otherwise by us or any agent, employee or third party providing services on our behalf (including a Third Party Supplier) except to the extent the foregoing limitation is prohibited by applicable law.

You may withdraw a service request and cancel the relevant cleaning or turnover services up to 24 hours before commencement of such services. Any charges already paid shall be refunded to you.

You are hiring us to clean a vacant home, condominium, rental apartment or “Airbnb” (“Property”, “Job Site”, “Place”, “Unit”). The charges for our services are for the agreed dollar amount (“Rates”, - set out online under "Book Now" or in Appendix B, which can be requested) for an individual or a team of our employees or contractors (“team members”) for a maximum of a fixed amount of working hours of cleaning, turnover services or related services. Our team members will do their very best to make sure client’s property is absolutely clean and guest-ready every single time they provide a cleaning. However in the event of a job site being in very bad condition, resulting in the cleaning taking at least one more hour than the average cleaning duration known for the job site, Company may have the right to charge for the additional time spent. Company will do their best to communicate and report such circumstances immediately upon entering the job site. Items left behind or damaged will also be reported, as well as any need of maintenance when noticed. There are no



Terms of Service

Airbnb/Short-term Rental Turnover Services

refunds. By using our service you agree to the terms of this agreement and agree to pay the total due to us. All agreements are contingent upon accidents or delays beyond our control. You agree that by giving us keys, key fobs/ cards, key pad code or any other form of access info to the property (your own or managed), you are allowing access to each of INTOWN PROSERVICES, INC's employees, contractors and agents to the property you requested services for.

Cleaning and Turnover Services

Cost

Every different type of cleaning has a different rate, based on property size, bedroom and bathroom count, as well as additional services you might need. There may be times when Company may re-evaluate rates based on the time it takes to perform the service or based on the scope of the project. Price adjustments or additional charges may also apply for extremely dirty floors or kitchen appliances, extreme soap scum build up, very greasy cabinet fronts, etc.). Company will discuss any price or service changes with Client.

Client Obligations

In order to allow us to provide our cleaning and turnover services, Client agrees to:

- Provide us with complete, accurate and timely information about the Property, the Guest and other information reasonably requested by us or which you consider relevant for provision of the relevant services, at all times;
- liaise and cooperate fully with us in the provision of the services;
- respond to any requests which may be made by us;
- make sure we have access (and are allowed to have access) to the property for the time you requested our services;
- inform all relevant stakeholders (home/ property owner, property manager, lease holder, front desk, leasing office, concierge, guests, tenants, etc.) about us accessing the property to provide the requested/ booked services;
- make sure the property is safe to access and in a condition that's safe for INTOWN PROSERVICES, INC's team members to perform our services in;
- comply with the provisions, requirements/ your obligations herein,
- pay our rates, fees and costs either upfront or within 48 hours of receiving our invoice; and
- not, at any time during or following the provision of the services, directly or indirectly solicit or entice away (or attempt to solicit or entice away) any employees or contractors of INTOWN PROSERVICES, INC.

You agree to indemnify and hold us harmless from and against any claims, liabilities, damages, losses and expenses including (without limitation) reasonable legal fees, arising out of, or in connection with, any breach by you of these terms.



Terms of Service Airbnb/Short-term Rental Turnover Services

Cleaning Team

Team members usually work in pairs depending on the size of the job site. Team members only purpose while at the job site is to perform cleaning and turnover services. It is Company's policy that team members do not smoke, eat, lay down in bed or on couch, sleep or do anything else other than their job on the site. It is forbidden for our team members to bring in other people other than INTOWN PROSERVICES, INC employees or contractors.

What Company Won't do

Company is not responsible for damage due to faulty and or improper installation of any item. Examples would be: broken or improperly installed blinds, tiles, curtain rods, shelves, loose carpet, etc. All surfaces (e.g. marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm. Team members are prohibited from using ladders and are instructed to wear shoes at all time on the job site. We can not clean the job site if requested to remove shoes. It is unsafe for team members to not wear shoes at a job site. Team members may be able to bring disposable shoe covers. Team members have been instructed to leave certain items untouched (e.g. bodily fluids, excretions, pet waste and litter boxes). Seasonal insect infestations can also be a problem and may prevent us from completely cleaning a home. If roaches, fleas, bedbugs, or rodents are encountered we will not clean and call you ASAP regarding the problem. In this case Client will still be liable to pay the agreed upon cleaning fee. Team members may not climb higher than a two step step stool, stand on cabinets, work outside of the property, move furniture or lift any objects over 35lbs. Team members will not pull out any appliances (e.g. stove, fridge, washer/dryer) due to the possibility of causing floor damage or disconnecting the appliance resulting in damage. However, if Client moves these appliances out beforehand or has it arranged to have them moved while team members are at the job site team members will clean behind them.

Furthermore, our team members shall not undertake the following activities:

- Furniture Treatment
- Carpet Treatment
- Cleaning of exterior windows
- Gardening & garden shed cleaning
- Mold and/or bio-hazardous substance removal
- Industrial cleaning
- The lifting of heavy furniture
- Cleaning surfaces above arms reach
- Extermination (insects etc.)
- Yard work
- Cleaning of items that appear to be broken or are likely to break during cleaning
- Accidents and Damages

Due to the nature of the Company's business, team members are required to touch virtually everything on the job site. Team members are as careful as possible. However, if something does get damaged while cleaning,



Terms of Service

Airbnb/Short-term Rental Turnover Services

team members are instructed to call our office immediately and to leave a note advising Client of the incident. The office will also follow-up with a phone call or email to Client to determine the best course of action. In the event an item is damaged or broken we reserve the option of repair or replacement. A dollar value of "one-of-a-kind" items damaged must be demonstrated in order that a settlement may be determined.

Issues and Complaints about Cleaning Jobs

All complaints or issues in regards to missed items need to be addressed in writing to Company via email or text (please request via contact form) within 24 hours after the service or within 6 hours after check-in. If agreed on, Company may leave a filled out cleaning checklist for the guest with a number to call in case the guests notice a missed item. Company reserves the right to correct all issues within 24 hours of being notified. As part of our commitment to customer satisfaction we will address all cleaning issues. If something was missed and the complaint is determined to be legitimate, Company will take care of the missed item or items. Company and Team Members are there to clean. Cleaning is not fixing damage or remedies for extreme dirt, extreme soap scum, mold/mildew that has rotted out caulk, neglected grease build up cabinets, mineral build up etc.. If during the cleaning Team Members come across a situation that they just can't get "clean" they will call the Company/manager and the Company/manager will contact the Client ASAP to discuss.

Scheduling, Cancellation Policy & Return Fee

All cleaning times and schedules are the responsibility of Client. Company needs to be notified of any change of the schedule before 9am on the day of the scheduled cleanings. Client will be liable to pay a \$40 fee for cancellations received after 9am for a scheduled cleaning for the same day. In the event of the same cleaning being re-scheduled to the next day or following days, but not more than four days in the future, Client will be liable to pay a \$25 re-scheduling fee. If team members arrive during the requested cleaning day/time and they are turned away, or can not gain access to the job site for any reason, Client will be notified immediately. If this occurs Client will have 30 minutes to get the team into the job site. If after 30 minutes the team still does not have access to the job site the team is instructed to leave and Client will be liable to pay 50% of the service fee if cleaning is not rescheduled within 24 hours. If INTOWN PROSERVICES, INC is made aware of the fact that we will be able to access the property within the next hour after arriving at the job site, we reserve the right to decide if we leave the property and re-schedule or wait for 60 minutes the most, for a "late-access fee" of \$25.

Infestation Return Fee

If it is determined during the cleaning that there is an active infestation of cockroaches, or other pests the team member(s) will notify Company management. Company will instruct the crew to STOP cleaning and leave the property. Company management will immediately call and email Client to apprise them of the situation and what actions the Company took to protect it's team. Client will be liable for the full cleaning fee. If Client wants the Company to come back to the property after a successful extermination has been conducted Client will be charged the normal agreed upon fee for that new cleaning job.



Terms of Service Airbnb/Short-term Rental Turnover Services

Weather

In severe weather, Company may determine it is not safe to travel or carry equipment and supplies to the job site. If severe weather should occur, Company may cancel the scheduled cleaning and will not be held liable in any way. If this does occur, Company will reschedule the cleaning at the earliest date agreeable to both parties.

Extra Requests

Please email Company at least one(1) day before the scheduled cleaning with any special requests so that we can schedule the extra time needed or additional man power to complete these tasks and provide you the Client with an updated fee/cost. Company will provide an over the phone estimate however, reserves the right to adjust the quote once team members have arrived at the job site. Any alterations or changes from the Flat Rate Turnover Cleaning Services involving extra work, will be performed at an extra charge. Any last minute or emergency cleaning services are also at an extra charge. Any extra charges must be approved in writing via email or text between Company and Client before any extra work begins.

Other items may be requested to be cleaned, these should be discussed with the Company prior to the date of requested service. There may be an additional cost to clean items not listed in the 'included services' per cleaning.

Payment Policy

We will render invoices to you in respect of each service request and such invoices may include services provided by Third Party Suppliers. The charges shall be payable immediately upon receipt of the invoice (sent via email) or within 2 days after receipt the latest. We reserve the right to cancel any future bookings or to not accept any future service requests, if we have not received payment for invoices that have been due for over 7 days. In the event the collection of an amount due to Company by Client requires legal or collection action, Client agrees to pay all costs of collection without limitation for reasonable attorney fees, interest on past due amount, court costs, and all other costs associated with the collection action. Moreover, Company reserves the right to place a lien and or a judgment upon Clients property for delinquent payment greater than 30 days and Client agrees to pay all legal fees associated with this remedy.

Late Payment Fee

Overdue payments are subject to a late fee of fifteen percent (15%) for accounts overdue by 15 days. In addition, interest will be charged at the rate of twelve percent (12%) per annum on all overdue amounts accruing monthly.

Providing Feedback

Since cleaning is a very personalized service we are always asking for feedback. Please send an email or let us know if there are ANY concerns or positive comments.