



**THE MOP STOP**  
*Cleaning Services*

# Terms of Service

*By ordering cleaning services from The Mop Stop LLC, the client accepts and agrees to The Mop Stop Terms of Service.*



**Reclean Policy & 100% Satisfaction Guarantee** - We have a 24 hour turnaround policy, so in the event that any areas are not cleaned to satisfaction on the day of cleaning, then the client has the responsibility to contact the office within 24 hours of their appointment and we will return to reclean the areas at no cost. We do not offer refunds.



**Tipping** - Tipping is not required, however, it is always greatly appreciated by your cleaner. The industry standard tipping amount is 10%-20% of the cost of service. Oftentimes our clients are not home, but we know that you greatly appreciate the work our techs provide to get your space fresh and clean. If you would like to send your cleaning tech a "Thank You" tip, simply add the tip amount to your invoice or contact our office to process the tip. 100% of all tips go directly to your cleaners.



**Recurring Service Agreement Policy** - When signing up for recurring cleaning services during a promotional period or with the use of any discounts, you acknowledge that recurring services must be continued for a period of four consecutive cleans in order to receive the promotion/discount. We hate to see you go, but if service is discontinued before four consecutive cleans, you will be charged the full amount of cleaning fees, minus any promotion/discount received.



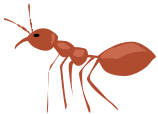
**Rate Increases** - The Mop Stop reserves the right to increase the client's price at any time. The client will ALWAYS be notified with ample time ahead of any rate increases.



**Change of Service/Work Order Policy** - All details of what to expect for every routine visit will have been discussed during your consultation prior to beginning services, however, we know that life happens and sometimes changes need to be made. Perhaps you have some out of town guests that have arrived, you have work being completed in your home, or you need an extra space cleaned. Changes must be made within 12 hours of your scheduled visit, or they may not be able to be completed. This gives us the opportunity to update work orders and communicate changes with our cleaning technicians.



**Cancellation Policy** - All appointments cancelled with at least 24 hours notice PRIOR to their day/time will not be charged. All appointments cancelled WITHIN 24 hours of their day/time will be considered a "Last Minute Cancellation" and charged 50% of the total cost of services. This is to compensate our staff for the loss of time and work, leaving a gap in our schedule. In the event that The Mop Stop needs to cancel the cleaning, we will provide the client with 1-2 alternative dates/times ASAP.



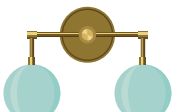
**Insect/Rodent Policy** - We expect our clients to maintain and monitor their homes for bugs/pests. We reserve the right to refuse service if the home has a visible infestation (pests, unknown powders or harmful pesticides) and may require professional pest control services. In such event, The Mop Stop will consider this a cancellation and follow standard procedure of the cancellation policy of a 50% charge of services. This is to compensate our staff for the loss of time and work, leaving a gap in our schedule.



**Pet Policy** - We love pets, so please feel free to leave your people friendly pets in the house, however, we ask that you make necessary arrangements to make sure they are comfortable. ALL aggressive animals are required to be kenneled, in a separate room (which will not be cleaned), or outside during the cleaning. If we arrive to the property and are greeted by an aggressive animal, we reserve the right to not clean your home until the necessary arrangements are made.



**Furniture Moving Policy** - In the event furniture needs to be moved to facilitate the clean, The Mop Stop is not responsible for any damages as a result of the move. Please note, items over 20 lbs. cannot be moved in order to clean.



**Fixture Policy** - Please ensure that all TVs are secured to the wall or stands properly. Likewise, please ensure that light fixtures and any other fixtures in the home are properly secured. The Mop Stop is not responsible for damage to items not properly secured.



**Trash Policy** - We will put all trash in a large bag and place it in an "animal safe" area (for example, inside the garage) or the trash can if it is near the home and accessible. We DO NOT take the trash with us in our vehicles.



**Other Contractors Policy** - For the safety of our team and in order to ensure the quality of our service, we require that there are no other service workers in the home at the time of the cleaning. This includes, but is not limited to, Painters, Movers, etc. If there are service workers in the home, The Mop Stop will not be able to perform the cleaning and 50% of the total cost of services will be charged and non-refundable.



**Photo Policy** - The Mop Stop does periodically take non-personal before and after photos of First Time Cleans, Deep Cleans, Move-in/Move-out Cleans, Recurring Cleans, and in the event of an incident/accident. All photos are maintained for a period of time for reference and may be requested by the client at any time. We may also occasionally take photos of cleans that have been completed; these photos may be used in our training programs for new staff, our client portfolio and social media.



**Newsletter Policy** - The Mop Stop sends occasional newsletters, emails, or other communications. Our newsletters contain important updates on holiday closures, inclement weather, interesting home management tips and information on additional services or specials.



**Entrance/Lock Out Policy** - We require access to the client's property on our scheduled appointment date/time. Information regarding entrance to the property (door code, key, garage code, etc.) must be provided BEFORE service that day. If in the event we are locked out of the property, we will contact the client immediately and ask for an alternative entrance. If entrance cannot be provided during the scheduled appointment time, a Lock Out Fee of 50% of the cost of services will be charged to the client's card on file. This fee is to compensate our staff for the loss of time and work, leaving a gap in our schedule.



**Firearm/Weapon Policy** - In the event that we are cleaning and come across a firearm or other weapon, we will not clean that particular area nor will we move the firearm to clean as a safety precaution to our cleaning staff.



**Move-in/Move-out/Market Ready Property Policy** - All Move-in/Move-out and Vacant home cleanings must have all utilities on to ensure proper and safe cleaning. Properties must be COMPLETELY vacant. Entrance and exit details MUST be discussed prior to scheduled cleaning date. We will NOT clean a property that does not have utilities turned on. The Mop Stop will consider this a cancellation and follow standard procedure of the cancellation policy of a 50% charge of services. This is to compensate our staff for the loss of time and work, leaving a gap in our schedule.



**Payment Processing Policy** - ALL clients are required to have a Credit/Debit card on file PRIOR to services beginning, unless previously discussed and agreed. ALL clients are required to ensure Credit/Debit cards are up to date so payments can be automatically processed after services are completed. Note: Credit/Debit cards will have an authorization hold placed on them the day before services. The charges will not be processed until services have been completed.



**Automatic Versus Authorized Extra Charges** - Occasionally, the level of time and effort required to bring your home to a standard level of clean may take longer than originally anticipated. If this happens, we will attempt to contact you while the cleaning tech is in your home. If you are unreachable, you authorize The Mop Stop to perform work in addition to the work originally estimated, up to the amount of \$65 in additional charges. The Mop Stop will require your authorization for any additional charges beyond \$65. You reserve the right to opt out of this option by emailing [info@themopstop.com](mailto:info@themopstop.com), but acknowledge that some area(s) may be missed if you opt out and we are unable to contact you.



**Valuables and Medication Policy** - You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure jewelry, money, credit cards, checkbooks and prescription medications. We are not responsible for missing items that have not been locked/secured for safekeeping. If there is an item that is believed to be missing, it must be reported to us within 24 hours from the completion of the service in efforts to properly investigate the issue.



**Holiday Schedule Policy** - We are closed for all services on major holidays including: Labor Day, Memorial Day, Juneteenth, Forth of July, Thanksgiving, Christmas Eve, Christmas Day and New Years Day.



**Breakage/Damage Policy** - Accidents happen. We are covered by insurance, however, every incident is different, and will be thoroughly investigated upon time of the incident. If there are sentimental or fragile pieces in the home, they should be pre-discussed ahead of your scheduled cleaning and these areas/items will be avoided.

**Right to Terminate/Refuse Service at Any Time** - Both client and The Mop Stop are at liberty to end services at any time. The Mop Stop reserves the right to end services at any time if they feel the client and The Mop Stop are no longer a good fit due to situations including, but not limited to, the following:



- Home has become an unsanitary situation
- Client has placed expectations which cannot be met within our company
- Client is seeking services The Mop Stop is unable to achieve
- Cleaning technician feels unsafe on the property
- Client continuously cancels creating inconsistency in scheduling
- Drugs or other illegal substances are found on the property
- Poaching out staff (offering our staff to come and clean privately)

**WE DO NOT CLEAN** - The Mop Stop does not clean the following:



- Bodily fluids, blood, urine, or feces, as we are not trained nor certified to clean these types of materials
- Insect manifestations
- Washing walls
- Move or lift items weighing over 20 lbs.
- Cat litter - We will not move or vacuum and mop if there is cat litter everywhere
- Grout
- Laundry is by request only as an add-on service
- Dishes are by request only as an add-on service