

## Planet Hugger Terms of Service

Welcome, and thank you for choosing the Planet Hugger Group of Companies for Eco-Friendly Cleaning Services. Please read the following and consult your Planet Hugger representative with any questions prior to agreeing to service. Once you are ready to start service, please sign below and provide the necessary payment arrangements to begin your cleaning service.

### Cost of Service

Planet Hugger uses a "per labor hour" unit of measurement to determine the final cost of service for any "initial" cleaning visits. Per labor hour is described as one maid, for one clock hour of time. You will incur an "initial" cleaning cost, the first time we visit your home or office, and an "ongoing" cleaning cost, should you continue regular service with Planet Hugger on a weekly, biweekly, triweekly or monthly basis. Should you have a budget limit for any "initial" or other cleaning visit, please instruct a Planet Hugger representative prior to commencement of any cleaning services. Any "ongoing" costs quoted for regular service intervals as agreed to in writing shall be based upon home or office conditions in existence at the time such pricing was set, and provided that a complete "initial" cleaning occurred without budget restriction. Any changes to frequency through postponement, cancellation or any other reason, shall be reflected in the visit fee levied, and therefore such cleaning visits shall be charged at the rate corresponding with the package and frequency since your most recent cleaning. Any cleaning visits where at least six weeks have lapsed since the most recent cleaning by Planet Hugger has occurred, or where a remodeling project is either pending or completed, or a move in or out is occurring, may be charged as an "initial" cleaning at the current per labor hour rate. Any additions, deletions, or changes to cleaning tasks and/or altered home or office conditions may require a price adjustment, either up or down. Any additional tasks added ,and/or changes in home or office condition, which are not inclusive in your selected service package shall incur a surcharge equal to either the current a-la-carte pricing menu or charged at the current per labor hour pricing structure for such additional tasks.

### Payment for Service

All "initial" services must be secured by credit card in advance upon booking. All residential cleaning visits must be paid in full on the day of service by one of Planet Hugger's accepted payment options. Failure to do so, due to reasons including but not limited to; failure to leave a payment on site on day of service or credit card transaction declining will result in a \$15 surcharge added to the total for each occurrence. Any checks returned unpaid shall incur a \$25 return check fee for each occurrence.

### Scheduling Appointments

Planet Hugger will make every effort to accommodate reasonable requests for client's most preferred days and times for appointments however; scheduling is always impacted by events of the day. Arrival times are only estimated times and ranges that may vary from two to four hours, given circumstances. Please allow yourself flexibility by either providing Planet Hugger with a key to your home or office, or by allowing yourself ample time to be available the day of your visit.

### Cancellation Fees

In order to keep our scheduling process most efficient for all Planet Hugger clients, we require that if you must cancel or reschedule an appointment, you contact us AT LEAST TWO BUSINESS DAYS IN ADVANCE OF THE SCHEDULED TIME OF YOUR VISIT. This contact must be made by calling 1-888-554-4847 and speaking with a Planet Hugger representative, or by sending an email message to [info@planet-hugger.com](mailto:info@planet-hugger.com). Clients who do not cancel within this time frame will be charged a \$75 cancellation fee.

### Quality Guarantee

Planet Hugger takes satisfaction seriously. Should there occur a visit where certain cleaning tasks were not completed to a reasonable standard, please inform your Planet Hugger Representative on site immediately for rectification, or should you or they not be present, please call into the Planet Hugger office at 1-888-554-4847 or email to [info@planet-hugger.com](mailto:info@planet-hugger.com) within 24 hours of such visit.

### Undue Risk

Planet Hugger provides its cleaning specialists with training in the high quality cleaning processes of your home or office. These processes also incorporate a high level of safety. At no time will a cleaning specialist attempt to reach areas in your home or office which are higher than the level of one step stool or on any surface which appears unstable. At no time should a client require a Planet Hugger cleaning specialist to perform a task which that specialist deems unsafe, during the course of a cleaning visit, or for the purpose of making a payment for completed services.

### Use of Client Products or Equipment

Planet Hugger provides its own tools and cleaning supplies to complete cleaning services in your home or office. Any requests for a Planet Hugger Representative to use a client's own tools or cleaning supplies will be honored provided that such items shall not pose issues of safety or toxicity. Any client vacuums, steam mops or any other electronic tools used at the request of the client, shall be used solely at the risk of the client without liability to Planet Hugger and its representatives in the event of damage.

### Hiring of Planet Hugger Representatives

You agree not to hire any past or present Planet Hugger Service Provider, other than through our office for a period of not less than 2 years from the date such service provider last worked in the Planet Hugger Group of Companies, for any purpose whatsoever. In the event that you feel that you must hire this person in spite of this agreement, our referral fee to you is \$1500 and is due in full immediately upon employment or use of the service provider/past representative, regardless of whether our representative was part-time, full-time or contracted under any other agreement.

I, \_\_\_\_\_, understand and agree to all of the above Terms of Service.  
(Print Client Name)

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_