



**SERVICE TELEPHONE RESERVATION
INFORMATION FORM
RESIDENTIAL SERVICE AGREEMENT*
POLICIES AND PROCEDURES ****

Surname, given Name:			
Address Line 2 / Street:			
Address Line 3 / Zip Code:		Work/Cell Phone:	
Town, City, Village:		Home Phone:	
E-mail:			
How did you hear about us:			

Type of Services desired:

- Standard Party/Special Occasions Move In/Out
 Deep Window Cleaning Other: _____

How often as Intervall/Start Date: _____

- One time Weekly Twice a month Monthly
 Bi-Monthly Seasonally Annually Other: _____

House Description:

- # of Bedrooms: ____ Single Family House Townhouse Other: _____
 # of Bathrooms: ____ Apartment Room Square footage: _____

Rooms to be cleaned:

- Kitchen Family Room Office
 Attic Living Room Reception Room
 Stairways Dining Room Other: _____
 Garage Utility Room Other: _____
 Hallway Basement Other: _____

Additional Services:

- Oven cleaning Mini Blinds Light Fixtures Other: _____
 Refrigerator Floor Waxing Wall washing Other: _____

Preferred Days:

- Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday Does not matter

Preferred Time:

- 2 a.m. till 5 a.m. 5 a.m. till 8 a.m. 8 a.m. till 11 a.m. 11 a.m. till 2 p.m.
 2 p.m. till 5 p.m. 5 p.m. till 8 p.m. 8 p.m. till 11 p.m. Does not matter

Date File Number Phone Number Pet Names

Name:

Complete Address:

Will you provide cleaning products:

Yes

No

Quoted Rate:

EUR

per cleaning

EUR

per month

Date/Time of Initial Walk Thru Appointment:

Key Release:

Left on final visit

Kept for future use

Mailed

Rate in EUR:

per weekly cleaning

per monthly cleaning

per other cleaning frequency

***This agreement will remain valid for future service, with the exception of any agreed on changes in services, fees, visits and times.**

****THE CLIENT HERETO AGREES AS FOLLOWS:**

(1) Liability Policies:

- ❖ ProfisService Unternehmensgruppe and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against ProfisService Unternehmensgruppe or its employees, unless arising from gross negligence on the part of ProfisService Unternehmensgruppe.
- ❖ Every effort is made to be as careful as possible with your items, however, accidents do happen. Notification must be made within 24 hours of breakage/loss of any personal items. Items which are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. Please remove these items the day of your cleaning.
- ❖ ProfisService Unternehmensgruppe does not use ladders or move items more than 20 kg to protect us and our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.
- ❖ ProfisService Unternehmensgruppe does not use bleach. If client requests the use of bleach, ProfisService Unternehmensgruppe is not responsible for any damage it may cause.
- ❖ ProfisService Unternehmensgruppe is not responsible for damage incurred by the improper installation of any object. All surfaces are assumed sealed. If you know of any surface not sealed, you must notify us so that we may clean properly.

(2) Business Policies:

- ❖ ProfisService Unternehmensgruppe staff does not clean animal cages or litter boxes, animal droppings, human feces, urine, vomit, soiled clothing or other similar biohazards.
- ❖ ProfisService Unternehmensgruppe prefers that alarms are kept off for the day of cleaning. If it must be on and the alarm is triggered, ProfisService Unternehmensgruppe is not responsible for any fees associated with alarm.
- ❖ ProfisService Unternehmensgruppe agrees to keep keys and other client information secure and confidential. Locksmith fees are paid only if ProfisService Unternehmensgruppe misplaces the keys.
- ❖ Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time and supplies needed.
- ❖ A checklist will be left with client to show exactly what we did in each room to avoid confusion.
- ❖ If you would like to hire a present or past ProfisService Unternehmensgruppe staff member for any house cleaning service outside of your agreement with ProfisService Unternehmensgruppe, our referral fee is EUR 2.500. All employees or IC's of ProfisService Unternehmensgruppe are under a non-compete contract for a period of one year.

(3) Cancellation Policy:

- ❖ Cancellations must be received 2 days prior to scheduled service or full cleaning fees will be applied. This includes instances where we cannot access your home or an employee feels their personal safety is at risk due to an aggressive pet or actions by any individuals on the premise.
- ❖ ProfisService Unternehmensgruppe reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

(4) Business Hours/Holidays/Weather:

- ❖ Business and visiting hours fall between the hours of 8 a.m. and 7 p.m. and services are usually completed during this time.
- ❖ ProfisService Unternehmensgruppe does not accept time specific calls as we can not guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to inclement weather.
- ❖ ProfisService Unternehmensgruppe does not do holiday visits. If your scheduled day falls on a holiday, ProfisService Unternehmensgruppe will call to reschedule.

(5) Bad Check Policy:

- ❖ A EUR 30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or money order only.

(6) Payment Arrangement:

- ❖ Payment is expected before services are rendered. A EUR 20 non-payment fee will apply if payment is not received on scheduled day. There will be a 10% finance fee added on for payments later than 15 days and accrued monthly. We have the right to discontinue services until payment is made.

(7) Guarantee Policy:

- ❖ ProfisService Unternehmensgruppe wants you to be completely satisfied every time. If, within 24 hours, you are not satisfied, ProfisService Unternehmensgruppe will come back to your home and re-clean said items at no additional charge.

By signing below the client fully understands and agrees to the contents of this 3 page agreement:

Client

Signature

Date

Either party can terminate services at any time by providing at least 2 days notice. All past due payments must be paid immediately.