

EST. 2019

COASTAL CLEANING SERVICES



POLICIES, PROCEDURES, & SERVICE AGREEMENT

POLICIES AND PRICING IN EFFECT AS OF JANUARY 1ST 2025

CONTACT INFORMATION:

Phone Number: (207) 479-5791

Email: ccsofmaine@outlook.com

Mailing Address: PO BOX 1 Orland, Maine, 04472

Website: www.ccsofmaine.com

All details regarding your services will be discussed and approved in writing before services begin. We ask that communications take place via email or text message when possible. We are able to respond at a much faster rate and make sure we are keeping clear lines of communication open by using these methods of correspondence. Of course, if a phone call is needed for any reason, please do not hesitate to call us. Coastal Cleaning Services of Maine prioritizes customer satisfaction. While we strive to exceed our client's expectations, we understand that every property and client's needs will vary. We do our best to be as transparent as possible regarding our policies and operating procedures. Please thoroughly review our Policies and Procedures prior to booking with us to make sure we are the best fit for your needs!

Thank you,

Abigail Yates, Owner of Coastal Cleaning Services of Maine

GENERAL CLEANING SERVICES POLICIES:

PROPERTY REQUIREMENTS:

Before services begin, we require access to certain utilities and equipment. All services require access to electricity, hot running water, and functional plumbing. In the event our team arrives and these previously agreed upon needs are not met, work will not begin, and fees may apply.¹

MINIMUM SERVICE CHARGE:

All Single Deep Cleaning Services, Recurring Home Cleaning Services, and Business Office Cleaning Service appointments will be booked in a 2-hour slot with a base rate of \$100. This is the minimum charge required to secure your appointment. Any time spent at the property beyond the 2-hour slot will be charged at our current hourly rate.²

PAYMENTS:

Electronic invoices will be sent to you via email following the completion of your services, online payment methods will be available via a secure link found within your electronic invoice. Electronic payment is due in full within 48 hours of receiving your invoice. If your payment has not been received after 48 hours, a courtesy reminder will be sent. If we have not received your payment 24 hours after sending the courtesy reminder, a late fee will be charged and added to the total of your invoice.¹

We also accept cash and personal checks. Cash or personal check payments will be due the same day, in person, following the completion of services. If payment cannot be provided at that time, the electronic invoice will be provided and cash/personal check will no longer be accepted.

LOCK OUTS:

In the event our team arrives, and the door is locked, we will attempt to contact you and arrange to have our team granted access. If we are unable to reach you, or the secondary contact provided to us, and we are unable to gain access to the property, work will be rescheduled, and fees may apply.¹

SERVICE ADD-ONS:

All Service Add-Ons are priced per Add-On, in addition to the hourly rate. The added charge is due to the extra products, equipment, and specialized knowledge that each Add-On requires. Add-Ons will be discussed and evaluated on a case by case basis and will be added to the invoice after service completion.

¹ See Page 5 for current Fee Schedule

² See Page 5 for current Hourly Rates

SPECIAL CARE REQUIREMENTS:

Please disclose any specific requirements your property may have so that we can properly care for it.

CLEANING HEIGHT LIMITS:

Anything out of reach from atop a step ladder is not included in our services plans and will not be cleaned.

TEMPORARY BUSINESS CLOSURE:

In the event of family emergencies, poor health, inclement weather conditions, or scheduled vacation days, there may be a temporary interruption in your services. We will contact you with as much notice as possible to inform you of any upcoming interruptions and update you with your next scheduled appointment. If any such situation arises, the rescheduling of your appointment will be complimentary since it is out of your control. Your patience is always appreciated!

BOOKING RESCHEDULING AND CANCELLATION:

You can reschedule your appointment as many times as needed, within reason and subject to availability in our schedule. Cancellations are free of charge with a minimum of 72 hours notice, prior to your booking. Without proper notice, cancellations may be subject to a fee³. Please send all notices via email or text⁴.

After three consecutive cancellations or reschedules without valid reasoning, fees may apply.³ We reserve the right to interpret reasoning for cancellation or rescheduling on a case by case basis.

RECURRING HOME CLEANING SERVICES POLICIES:

OCCUPIED ROOMS: In the event the property is occupied during the scheduled appointment, any occupied rooms will be left until the end of your appointment. If these rooms are still occupied by the end of the appointment, the rooms will not be cleaned.

LAUNDRY SERVICES: Basic laundry services are available. A fully functional washing machine and dryer are required, as well as any desired laundry detergent, scent boosters, fabric softeners, and/or dryer sheets. Stain Removal is not offered at this time. Be sure to disclose any unusual care instructions that your clothing or linens may require. Please leave any clothing and/or linens outside of any occupied rooms prior to the start of services. All clothing and linens are sorted into loads according to color/temperature at the beginning of your appointment. Any items not made available at the beginning of your appointment will be left until your next appointment.

³ See Page 5 for current Fee Schedule

⁴ See Page 1 for contact information

SHORT-TERM RENTAL TURNOVER SERVICES:

All Short-Term Rental Turnover Service appointments will be booked in a 4-hour slot with a base rate of \$225.00. This is the minimum charge required to secure your appointment. Any time spent at the property beyond the 4-hour slot will be charged at our current hourly rate.

CHECK IN/CHECK OUT: In the event of a late checkout or early check in, we will speak to the guests directly and attempt to resolve the situation. If this is not possible, we will contact you.

*SAME DAY TURNOVERS: When one guest checks out and a new guest checks in on the same day. We will require a minimum of 4 hours between guests, we recommend 6 hours for most properties, to ensure there is plenty of time to launder all linens and repair or replace any damaged property that may be found. Same Day Turnovers will be subject to a fee⁵. If there are 24 hours or more between guests, the fee will **not** be charged. In the event of an early check out for a Same Day Turnover, we require a 24 hour notice prior to the appointment. If proper notice is not given, the Same Day Turnover Fee will still be charged.*

NEW BOOKINGS: We require at least one week's notice for New Short-Term Rental Turnover Service bookings. While we will do our best to work last minute bookings into our schedule, we cannot guarantee availability without proper notice. Please send all new booking requests via email or text⁶. We will respond with a confirmation message after your appointment has been booked.

BACK UP LINENS: We require a minimum of one backup set of sheets, blankets, and comforter or quilt per bed and one backup set of towels per guest, these backups need to be kept in a locked space, inaccessible by guests during their stay. It is encouraged to have multiple backups in the event of damages, but this is not required.

TRASH & RECYCLING REMOVAL: Trash and recycling will be removed from inside the property and put into bins outside. Full trash and recycling removal from the property is not offered at this time.

FOUND ITEMS: You will be alerted of any personal items left in the rental by the previous guests. We will ship the items to you or to the guest if you would prefer. Any shipping costs will be charged to your account.

⁵ See Page 5 for current Fee Schedule

⁶ See Page 1 for contact information

RENTAL AMENITY REPLENISHMENT: We offer shopping services for those who are not able or do not wish to replenish their own supply stock. All supplies requested will be bought in bulk to reduce overall costs and time used for store runs. We recommend that you have a locked cabinet or closet, that guests will not have access to, to store these products and backup linens. This is not necessarily to stop guests from stealing supplies, but to gain control of the number of supplies used by each group of guests. This will make it so we are able to get an accurate idea of how much will be needed for the season and keep a full stock. We will be sure to leave out enough for each group to use during their stay.

SERVICES NOT OFFERED AT THIS TIME:

- Exterior Window Cleaning
- Cleaning of Unfinished Basements, Attics, Garages, etc.
- Pest Control of Any Kind (including but not limited to the trapping and/or disposal of insects, spiders, mice, rats, squirrels, chipmunks, etc.)
- Stain Removal
- Carpet Cleaning
- Hand Washing Dishes (exceptions made for Short-Term Rental Turnover Services)
- Trash and Recycling Removal

CURRENT HOURLY RATES:

- Weekly Recurring Services.....\$40
- Bi-Weekly Recurring Services.....\$45
- Monthly Recurring Services.....\$50
- Single-Service Deep Cleaning.....\$55
- Short-Term Rental Turnover Services.....\$50
- Seasonal Recurring Cleaning Services.....\$50

CURRENT FEE SCHEDULE:

- Late Payment.....10% of total invoice
- Lock Out.....\$35
- Unmet Property Requirements.....\$75
- Short Notice Appointment Cancellations/Rescheduling.....\$25
- Same Day Short-Term Rental Turnover.....\$100

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Service Agreement

By signing this document, I certify that I have read, understand, and agree to all Policies and Procedures of Coastal Care Services of Maine. All Policy and Procedure changes made will be delivered to you via email. Services may be canceled at any time, for any reason, by either party but may be subject to the cancellation fee.

Client Signature:

Date:

www.ccsofmaine.com

ccsofmaine@outlook.com

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