FORT CLEAN

Welcome

TO FORT CLEAN SERVICES

2023 Neighborhood FAVES nextdoor

OSHA

PROUD PARTNER Cleaning FOR A REASON AN ISSA CHARITY Clean Homes for Cancer Patients

IICRC Institute of Inspection Cleaning and Restoration Certification

+(860) 888.7035

@fort.cleaninc

Connecticut

www.fortcleanservices.com

Date _____/_____/_____

Dear _____

WELCOME TO FORT CLEAN SERVICES!

We are excited to have you as a customer and looking forward to providing you with outstanding service.

At Fort Clean Services, we strive to provide quality cleaning services our customers.

Our team is highly trained and experienced in all aspects of professional cleaning services.
We understand the importance of keeping your home and business clean and organized, and we're here to help you reach that goal.

We value our costumers and their satisfaction in our top priority. We take great pride in our work and are committed to providing you with the best cleaning services available.

Please visit our website and our Facebook page to learn more about us and hear what our customers have to say about our services!

We have included our policies and procedures here for your review and consideration. Please do not hesitate to contact us should you have any questions or need further assistance.

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To kemiao Jia
57 Candlewood Dr, Tolland - CT

Deep cleaning will be done in 2 stages with an estimate on the 1st day of 5 to 6 hours, doing the upper floors and on the 2nd day an estimate of 7 to 8 hours, finishing all floors in 3 people at an hourly rate of $150.00. The cleaner's visit is fully customizable and prices will only be adjusted to working hours. 100% satisfaction guarantee! You will have 24 hours after the work is finished to let us know if somerhing is missing or not done and we will redo what needs to be redone! We provide cleaning materials and equipment, however for the first time the customer will have to buy bags and paper towels.

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To Katia & Lazaro's Costa
49138 Whispering Oaks Dr, Franklinton, LA

The Regular/maintenance clean price is $175 we will send a list of the supplies you may need it for the following cleaning.

Regular/ maintenance Clean Will be included:

Kitchens:

Inside microwave
All countertops will be washed
Cooktop will be washed
Cabinets doors will be wiped
Dust walls and white-parts such as baseboards, windows silly and doors
vaccum/ mop floors as need it.

Bathroom:

clean thru the grout inside the bathtub/shower walls and the floors
Light fixtures
Toilet And sink will be washed
Dust all the whites parts such as baseboards and doors, etc.
Vaccum/ mop as need it

Living room/hallways

Dust furniture
Under furniture where is possible to reach (We don't move furniture)
Whites parts such as Window silly, Baseboard, etc..
Vaccum/ mop as need it.

Bedrooms

Dust furniture
Under furniture where is possible to reach (We don't move furniture)
Whites parts such as Window silly, Baseboard, etc..
Vaccum/ mop as need it.

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WELCOME

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Hello, I am glad to hear that you are now part of our company. We know that your home is the most precious place for you and your family. Don't worry, Fort Clean Services will take great care of your home! We will be ready to serve you and bring more time for you and your family to enjoy! Your feedback is valuable so we can continue to deliver exactly what customers want. We have training with our employees monthly, to always provide a quality service. When we are cleaning your house, you can be sure that we will be cleaning with lots of love and joy. We will leave beautiful details for you to see our love for you, your home and your family. We appreciate the choice.

The company was established in 2015 and has a history of more than 8 years of excellent service to our customers. It has grown because of the efforts of each team member. At Fort Clean, you are our most important asset. You are our link with the customer. We are judged by the work you do, the way you present yourself, and our overall attitude toward our work. We want you to enjoy and be happy with our work. If you have questions with us Fort Clean, you can contact us and contact our company.

Your First Days

The first few days at a new job are often confusing. New surroundings, new responsibilities, new people, everything adds up to thoughts of "How am I going to learn everything?" Don't worry, many people here want these days to go as well as possible for you. Our team leader/coach and your co-workers want you to feel welcome and part of the Fort Clean Services team. During your early days, your leader will help you get acquainted with Fort Clean and its work.

When questions arise, be sure to discuss them with your supervisor, who will answer your questions or forward them you to someone who can.

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History of the Company

Aline Colares, President, founded Fort Clean Services, Inc. on September 2015. From its humble beginning, the
company has expanded in volume and in the types of services it provides. We are growing every day, thanks to our customers who trust in our work! We have a great love in knowing that we are on the right track, providing more time for our families. Thank you for leaving us part of it, we are here to give more time and joy to all of you!

This is our business

Fort Clean Services is in the residential and commercial cleaning business. The company provides cleaning maintenance. This includes the wide range of services including general office cleaning, home cleaning, carpet care, floor care and window cleaning.
We work with post construction, house moves (move in and move out), Deep Clean, we provide carpet and floor cleaning services, deeper with specialized machines.

OUR MISSION STATEMENT "To be the leader in providing exceptional, uncompromising service for our customers and employees.

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Dear _____

Thank you for your interested in hire our services. I have been building my business for over 8 years carrying a loyal customer since the beginning. I would love to include you as my client as well. It was very nice to meet you and know all your needs at your home regarding the cleaning maintenance. I hope you make the decision for hire our services and schedule the first cleaning as your convenience! I`ll guarantee your complete satisfaction. My best regards Aline Colares.

Who we are,

A cleaning company operating for 8 years and carrying a significant number of customers since the beginning of our business.

Our Mission,

To offer cleaning services focused on the well-being and quality of life for our customers.

Our vision,

Reach the recognition of all as number 1 in the provision of cleaning services as quality. We are a family business, we value the friendship, affection and empathy of employees. Trust and 100% achievement of our customers' expectations. Our values, honesty, integrity, respect, openness, courage, love, diversity and balance, joy and trust, commitment, respect and empathy.

Our expectations,

Include you and your family as part of our customers. Because there is no difference between our clients for us and everyone is served with all the love and dedication from our business.

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When you are looking for a professional cleaning service, you want a quality service, right?

We are more than that. We have trained professionals month by month to always bring the best to your family. We know that the market is growing and changing every day, we are always taking course, training, mentoring, reading books, to accompany the market. We are transparent to our customers, always seek to understand your needs to find out what is best for you. We respect the individuality and needs of each person, offering a personalized service. We know your home is one of the most important places where you can rest and spend time with your family and friends. This is why we thank our customs that they trust in this very special place to our care. Our goal is to return with excellent service. We have insurance from our partner to bring more security to you!

If you are looking for quality service and people who understand your specific needs, Fort Clean services are exactly what you are looking for.

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Direct Deposit Authorization Form

I hereby authorize (FORT CLEAN SERVICES) to initiate automatic deposits to my account at the financial institution named below. I also authorize (FORT CLEAN SERVICES) to make withdrawals from this account in the event that a credit entry is made in error. Further, I agree not to hold (FORT CLEAN SERVICES) responsible for any delay or loss of funds due to incorrect or incomplete information supplied by me or by my financial institution or due to an error on the part of my financial institution in depositing funds to my account.

Account Information:_____
Financial Institution:_____
Routing Number:_____
Account Number:_____
Account Type: Checking Savings
Signature:_____

Authorized Signature (Primary):_____
Date:_____
Authorized Signature (Joint):_____
Date:_____

Please attach a voided check or deposit slip and return this form to the Payroll Department.

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To our valued customers:

_____

Throughout 2022 we have attempted to offset the rising in costs with **cleaning products and labor**. We do not compromise on the quality of our service or the products we use to offer the best service to all our customers, so it has become unsustainable for us to absorb all these increases without asking for an active participation from our customers.

Starting month **September 1st, 2023** we will be forced to implement a $_____ increase in our prices for all our services as follows: From $_____ to $_____

This increase is due to the current increase in prices for cleaning products and labor, which have a direct effect on our costs.

The present situation leaves us with no other alternative but to pass along our price increases to our customers at the present reality.

We appreciate your continued support during these unprecedented times.

If you have any questions, please don't hesitate to contact us.

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Deep Cleaning Check List:

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Bedrooms:

Floors - Vacuum and mops
Make beds (change sheets is Extra)
Dust and wipe all reachable surfaces
Wipe mirrors
Blinds - Dust
Lamps and fans - Dust (not remove)
Take out trash
Pull out cobwebs
Picture frame and frames - Dust
Doors - Dust and hand wash
Baseboards - Dust and hand wash
Take trash out

Kitchen

Sink - Wash, scrub and sanitize
Cabinets face - Clean and sanitize
Microwave - Clean inside and outside
Counter tops - Clean and sanitize
Floors - Vacuum and mop
Dust and wipe all reachable surfaces
Light switches - Dust
Refrigerator - Clean outside
Take out trash
Stove - Clean on top
Doors - Dust and hand wash
Baseboards - Dust and hand wash
Take trash out

Bathroom

Toilets and sinks - Wash and sanitize
Tubs and shower - Wash and sanitize
Cabinets (outside) - Wipe and sanitize
Light Fixtures - Dust
Wipe mirrors
Cobwebs - Removed
Floors - Vacuum and mop
Blinds - Dust
Doors - Dust and hand wash
Baseboards - Dust and hand wash
Take out trash

Living and Dining Room

All furniture - dust
Sofa - vacuum when possible
Floors - Vacuum and mop
Dust all reachable surfaces
Blinds - Dust
Glass sliding door (inside - dust and wipe down)
Mirrors - Dust and wipe
Picture frames - Dust
Lamp and lamp shades - Dust and clean
Cobwebs - Removed
Doors - Dust and hand wash
Baseboards - Dust and hand wash
Take trash out

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Regular Cleaning Check List:

FORT CLEAN

Bedrooms

Floors - Vacuum and mop
Make beds (Change sheets is extra service)
Lamps and fans - Dust (not remove)
Dust all reachable surfaces
Wipe mirrors
Blinds - Dust
Windows (inside) - Dust
Take out trash
Pull out cobwebs
Baseboards - Dust
Picture frame and frames - Dust

Kitchen

Sink - Wash and scrub
Cabinets face - Clean
Microwave - Clean inside and outside
Counter tops - Clean and sanitizer
Floors - Vacuum and mop
Dust and wipe all reachable surfaces
Refrigerator - Clean outside
Stove - Clean top
Take trash out

Bathroom

Toilet and sink - Wash and sanitize
Shower and tub - Wash and sanitize
Cabinets (outside) - Dust and clean
Doors - Dust
Baseboards - Dust
Mirrors - Dust and wipe down
Window (inside) - Dust

Living and Dining Room

All furniture - Dust
Sofa- Vacuum when possible
Floors - Vacuum and mop
Dust all reachable surfaces
Blinds - Dust
Glass sliding door (inside - dust and wipe down)
Mirrors - Dust and wipe down
Picture frames - Dust
Lamp and lampshades - Dust
Baseboards - Dust
Pull out cobwebs

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Move in/ Move out Check List:

Bedrooms

Closets/ drawers - Clean and wipe down inside and outside
Baseboards - Hand washed
Lamp, light fixtures and ceiling fans - Dust
All floors - Vacuum and mop
Cobwebs - Removed
Doors - Hand washed
Dust and wipe all reachable surfaces
Windows cleaning inside - Dust and wipe down
Take trash out

Kitchen

Microwave - Clean inside and outside
Fridge - Clean inside and outside
Oven - Clean inside
Stove - Clean on top
Sink - Clean and sanitizer
Cabinets/ drawers - Clean and wipe down inside and outside
Countertops - Clean and sanitizer
Baseboards - Hand wash
Doors - Hand washed
Windows cleaning inside - Dust and Wipe down
All floors - Vaccum and mop
Take out trash

Bathroom

Shower/tub, toilet and sink - wash, scrub and sanitizer
Lamps and mirrors - Dust and clean
Baseboard - Hand washed
Doors - hand washed
Cabinets/ drawers - Dust and wipe down
Windows cleaning inside - Dust and wipe down
All floors - Vacuum and mop
Take out trash

Living and Dining Room

All floors - Vaccum and mop
Lamp, luminaires and ceiling fans - Dust
Doors - Hand washed
Baseboards - Hand washed
Cobwebs - Removed
Windows cleaning inside - Dust and wipe down
Take out trash

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Offices Cleaning Check List:

Office areas
Vacuum and mop all floors
Dust all surfaces
Take out trash

Common Area
Vacuum and mops all floors
Dust all surfaces
Take out trash
Check and clean glass doors and windows.

Bathroom
Vacuum and mop all floors
Cleaning and sanitizing sinks and toilets
Mirror cleaning
Soap replacement
Toilet paper replacement
Take out trash

Break Room
Vacuum and mop all floors
Clean pic
Clean tables and chairs
Clean of all surfaces
Clean cabinets for the outside and countertops
Take out trash

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Pos Construction Cleaning Check List:

All Rooms

All walls - Dust
Fan and Light fixture - Dust
Closets and cabinets - Dust
Baseboards - Dust and wipe down
Doors - Dust and wipe down
Floors - Vaccum and mop.

Kitchen

Microwave - Clean inside and outside
Refrigerator - Clean inside and outside
Cabinets, drawers and shelfs - Dust and wipe down inside and outside
Oven - Clean inside and outside
All countertops - Clean and sanitize
Sink - Clean and sanitize

Bathroom

Cabinets - Clean inside and outside
Shower/ Bathtub - Clean and disinfect
Toilet - Clean and disinfect
Sink - Clean and disinfect

Special Projects

Windows inside
Windows inside + inside silly windows inside and outside (outside if the Windows flip over easy from inside)

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Extras Services under request:

Inside fridge Cleaning
Oven Cleaning
Clean inside cabinets/ drawers
Clean inside closet and shelfs
Hand washed doors and baseboards
Wet clean blinds
Clean Porch

Window cleaning inside
Window cleaning inside + inside sillys
Window cleaning inside and outside (outside if the window flip over easy from inside)

Basement - Dust, Vaccum and mop.

CANCELLATION

In order to adjust our schedule accordingly, we kindly request that you inform us with a minimum of 72 hours notice for any cancellations or rescheduling of appointments. This way we can organize our resources and assist other clients efficiently.
We appreciate your understanding and cooperation regarding our cancellation policy and we look forward to assist you in the future.

SUPPLIES

We would like to remind you to purchase the cleaning products according to your specific needs. We will soon send you a list of the necessary products for your first cleaning. If you need any recommendations or have any questions, please feel free to reach us out (860) 888.7035.

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CLEANING SUPPLIES

Our cleaning technicians bring the tools such as vaccum, mops, bucket and swifters poles. All cleaning supplie will be provide for the first clean, after that a list will be provide so you have the list ready for the next cleaning scheduled date, unless discussed in advanced (a fee to provide the product will be applied - Fee $20) Any different product from the list provided that you want the cleaning technicians use will have to be discussed in advanced as well, to avoid any damage or any problem.



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COSTUMER GUIDANCE

These terms of service are designed to help our clients to understanding the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

1 - CLEANING DAY HOME PREPARATION

Pricing for cleaning is based on the fact that cleaning technicians focus all their time and energy on cleaning rather than routine household chores. We ask that you take a few minutes the night before your scheduled service to "pick up". This will allow cleaning technicians easy access to the areas/services to be cleaned: floors, worktops, table tops, etc. and remove dirty dishes from kitchen sinks. If you would like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional "cleaning prep" time.

2 - ACESSING YOUR HOME

If you are not at home to allow access on the day of the service, you can provide the access code to the door/garage or a copy of the key. We are not responsible for any costs or expenses arising from malfunctioning doors, safes, locks or keys. The full amount of the service will be charged if the cleaning team cannot access the house or if you dismiss them without let the office know with at least 48hrs prior.
The home alarm systems must be turned off before or at the time we arrive. If the alarm goes off, making it impossible for us to carry out the cleaning service, we will not be liable for any charges relating to the alarm and, by law, we will be obliged to leave your home. In this case, the client will be charged the full amount of the cleaning without the possibility of rescheduling. We undertake to keep keys and confidential information safe.

3 - BUSINESS HOURS/ HOLIDAY AND WEATHER

Business hours are from 8 am to 5:30 pm and services are usually completed during this time. Exceptions may apply. We're close on the following holidays: July 4th / Thanksgiving Day / Christmas 25th / New Year's Eve and January 1st. If your service coincides with these holidays, we may call you to reschedule. We also reserve the right to cancel scheduled services due to bad weather conditions.

4 - SCHEDULED TIME

We strive to provide an excellent service to all our customers, however, we cannot provide exact appointment times. Our technicians arrive between 8am to 12pm for the morning appointment of the day, and between 12pm to 4pm for afternoon appointments. Please note that estimated arrival times are subject to change due to various factors, including type of service, schedule changes and traffic. We understand the importance of timely service, and we appreciate your understanding in this matter.

5 - SPECIAL REQUEST

All requests for special or additional services must be made in advance directly to the office **(860)888.7035** or **fortcleaninc@gmail.com** and **NOT** to the cleaning technicians.

6 - SUPPLIES/EQUIPMENTS

We will provide all the necessary and appropriate equipment for the job. Cleaning products will be supplied by the client according to their needs and will be kept at their home.

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7 - CANCELLATION & RESCHEDULING POLICY

We value the time of our employees and clients. If you need to cancel or reschedule the service, please do so at least 48 hours before the scheduled cleaning. This allows us to offer the time slot to other customers. If you cancel or reschedule within 48 hours, you will be charged 50% of the total price of the service. Please note that cancellations on the same day, the impossibility of accessing the house or the fact that our staff has been dismissed at the time of arrival will result in the charge of service's full amount. This is due to the fact that we are unable to fill the vacancy at short notice. If your cleaning session is scheduled for a Monday, please be aware that you need to notify us of your cancellation by Wednesday of the previous week, during our opening hours which are Monday to Friday from 8am to 5:30pm, our office is not open on Saturdays and Sundays.

Additional time may be needed to restore your home to its proper condition on our next visit.

7.1 Skipping cleaning Fees

We charge a skip fee of:

weekly (1 week) and you are skipping for bi-weekly (2 weeks) - $30

bi-weekly (2 weeks) and you are skipping for monthly(4 weeks) - $50

monthly (4 weeks) and skip one extra week making 5 weeks - $30

monthly(4 weeks) cleaning that skip over 6 weeks. - 50% of the full amount.

P.s: If you need to skip a month or 2 without recurring cleaning, when you return you will need a deep clean.

All fees will be added to our next cleaning.

8 - PAYMENTS

To schedule your first deep clean, we kindly ask for a deposit of 50% of the service cost. This deposit will secure your appointment and allow us to allocate the necessary resources for the cleaning.

Payment options:

We highly recommend that you pay through our invoice system. After your cleaning is finished we will automatically send you a invoice for your cleaning with a link for your payment. Its easier, faster and secure.

The payment must be made in the same of cleaning.

By law in the state of Connecticut we have to add 6.35% on every sales for house cleaning services.

We highly appreciate de TIPs

CASH

DEBIT CARD

CHEQUE

ZELLE - fortcleaninc@gmail.com

VENMO @Aline-Colares

You can have your card is registered in our system, it will be charged on the day of cleaning. Non-payment without any communication from the client to Fort Clean Service, after 30 days will result in the invoices being sent to a collection agency. We reserve the right to assess any late payment or collection fees, which will also be sent to collection in the event of non-payment.

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9 - TIPPING POLICY

Our dedicated cleaning technicians are committed to delivering exceptional service to ensure your satisfaction. Although tipping is not mandatory, it is always appreciated by our hardworking staff. You can leave as much as you feel comfortable with. You can add a tip to your payment by credit card, Zelle or Venmo. We guarantee that all tips are transferred in full to the cleaning technicians. If you choose to leave a cash tip, please ensure it is clearly marked as such, like an envelope highlighted "tip". Please note that we are unable to accept a check tip and we can not accept money that is not marked as a tip.

10 - REFERRAL PROGRAM

Referrals are always welcome, so please let us know when you recommend us to someone. After the first cleaning at the friend's home, you will receive a 20% discount on your next cleaning.

11 - VALUABLES

Although we take the utmost care and attention with your belongings, we cannot be responsible for any damages on valuables, jewelry, cash, artwork, items of extreme or sentimental value, etc. that are not stored in a safe place, especially small items that could get lost during the cleaning process without being noticed. We recommend storing them in a safe place and we appreciate your cooperation in helping us ensure the safety and security of your valuables.

12 - PETS

Although we accept pets, their safety and that of the staff is a top priority. We ask you to keep your pets in an appropriate area of your home during the cleaning service. If your pets remain indoors during our cleaning, we will do our best to ensure their safety. However, we do not take pets outside, feed them or clean up their accidents. Nor do we clean animal cages or litter boxes, feces, urine, vomit, dirty laundry or other similar biohazards.

13 - DISHES

We ask you to leave the sink and counter empties for the cleaning. Any dishes left in the sink will be placed into the dishwasher, so we kindly suggest that the dishwasher be empty before your scheduled cleaning, this way we don't mix up dirty dishes with any clean ones that might be in the dishwasher. However, if you have a sink full of dishes that require hand washing, this will be considered an extra service and may incur an additional fee. We will provide you with a quote for any additional services required before starting the cleaning process.

14 - EMPLOYEE HEALTH AND SAFETY

14.1 - TEMPERATURE CONTROL

We prioritize the safety and well-being of our employees while providing high-quality cleaning services to our clients. Please make sure the temperature inside your home is set to a safe level before the cleaners arrive, otherwise it can be physically uncomfortable and potentially dangerous.

14.2 - BIO HAZARD

We follow a restrictive policy that defines the list of items and areas that we *do not clean* due to safety concerns. We do not clean up animal feces, human blood, bodily fluids or any hazardous material that could endanger the health of our employees.
Additionally, we do not clean mold, asbestos, or any other harmful substance that requires specialized training or equipment.

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14.3 - FEDERAL OSHA REGULATION

We also avoid cleaning areas that cannot be reached with a 2-step ladder, such as high ceilings or hard-to-reach corners. Our cleaning technicians are strictly prohibited from moving heavy (more than 30 lbs), items that require more than two people or specialized equipment to move safely. In cases of extremely untidy areas or surfaces, we reserve the right to use our discretion to skip these areas to avoid damaging items or hurting ourselves. Make sure there is no glass or needles exposed in the garbage bags on the day of cleaning.

The customer must remove or wrap them properly for the safety of our staff and the residents of the house.

For your safety, avoid walking around the house during the cleaning process, since that may be wet floors and we do not use the "Wet Floor" sign for residential cleaning. Our staff need to be able to work freely and without distractions. Every effort is made to work safely and cautiously, but we cannot take responsibility for the safety of other people while cleaning your property. This includes: children, the elderly, and pets.

All employees are trained to use safe products and equipment for the work they do. We will not be responsible for any damage caused by an unknown product supplied by the customer.

14.4 - PERSONAL SAFETY

If our employees feel that their personal safety is endangered enough to leave the workplace, due to the actions of the client, guests of the clients or other people on site, the client will remain responsible for the full cost of the work.

We reserve the right to deny or cancel the service for safety reasons, inappropriate or uncomfortable situations. This includes: power/water outages; gas leaks; cases where an employee feels their personal safety is at risk due to an aggressive pet or the actions of any individual on the property.

14.5 - HEALTHY SAFETY

We ask that you notify our office during business hours, no later than 48 hours before the cleaning day, if you or someone in your house is ill or has a contagious illness, so that we can take precautions or choose to reschedule your service. We will never assign any of our team members to your place if we are aware that they are ill.

15 - RECYCLING GUIDELINES

We care about the environment and encourage our clients to recycle. We ask that you separate and dispose of your recyclables in accordance with your town's guidelines before our arrival.

16 - DAMAGES & BREAKAGE

Every effort is made to be as careful as possible with your items, however accidents can happen. If we cause damage or malfunction to an item, we will inform you immediately and find a fair solution for its repair or replacement. If you notice anything broken or damaged that we may have missed, please report it to us within 24 hours. Please note that Fort Clean Services cannot accept responsibility for items that have been broken or damaged due to unstable bases or incorrect fixing or attachment to the wall.

Please be advised that we limit our liability for damages to the cost of your cleaning service and we won't be responsible for damage or loss of items that are not properly fixed or have been damaged prior to our cleaning (e.g. heavy pictures hung on tacks, any kind of floating shelf, mirrors, etc.). Collectables or items of high value (monetary or sentimental) should be stored or dusted and cleaned by the owner. All surfaces (e.g. marble, granite, wooden floors, etc.) must be properly sealed and ready to be cleaned without causing damage when using common cleaning products.

Blinds must be wide, made of wood or faux wood for manual cleaning, while aluminum and/or plastic blinds require a professional and specific cleaning service. We cannot be held responsible for blinds broken as a result of our cleaning. We will dust your blinds as part of our cleaning at no extra cost.

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17 - RENOVATION/CONSTRUCTION ENVIRONMENT

The client must notify Fort Clean Services of any house renovations in progress before the day of the cleaning. Any environment under construction/renovation is subject to additional charges.

18- NON-SOLICITATION OF EMPLOYEES

At Fort Clean Services we invest significant time and resources in finding, screening, hiring and training our employees in order to offer the best service to our clients. We pride ourselves on our low employee turnover and therefore do not allow our employees to engage in a working relationship directly with any client for 24 months after their employment ends. We kindly request that our clients do not directly solicit the employment of our employees. If any client chooses to directly or indirectly hire a cleaning technician employed by Fort Clean Services, they are in violation of our policy and will be charged a fee of US$5,000.

Thank you for helping us maintain our success by respecting our non-solicitation policy.

19 - PHOTOGRAPHY /VIDEO / SOCIAL MEDIA

We may take before and after photos/videos during your cleaning session and move in/move out cleaning services. These photos/videos allow us to guarantee your satisfaction and meet the high standards of cleanliness we offer. In some cases, we may also take photos/videos during recurring sessions if the home is not in its normal condition. Some photos/videos are used for training, proving our work performance and promoting our quality standards. Please note that our satisfaction guarantee may not apply if our cleaning professionals cannot prove the progress of the cleaning in your home.

At Fort Clean Services, we are also proud to share the exceptional cleaning services we offer our customers. With your permission, we may publish on our social media pages or website. We understand the importance of privacy and guarantee that we will not expose any personal or valuable items, such as family photos or names, in these photos/videos. We will only show the areas we have cleaned and any furniture or decoration that may have been moved in the cleaning process.

If you don't want photos/videos taken of your home, please notify our office before the cleaning session. We will always respect your wishes and your privacy. Our goal is to provide you with the best cleaning experience possible, while maintaining your trust and respect.

Thank you for allowing us to share our cleaning successes with others.

20 - NOTIFICATIONS AND AUTOMATIONS

We use CRM software to provide a convenient way of communicating with our clients.

Through text messages you will be informed of the date of your next cleaning session, reminded two days in advance, on the day of the cleaning, when our techniation is coming to your house.

Through this platform you will also receive the invoice by the time the service is done. After payment has been made, you will also receive your receipt

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21 - QUALITY CONTROL AND CLIENT FEEDBACK

We value your feedback and communication to ensure the highest level of quality in our services. Our quality control system depends on your opinion and we encourage you to regularly provide us with your general experience and feedback. We work hard to promptly solve any problems or concerns that are important to you.

Our employees take great pride in their work and want to be informed if you are not satisfied with a service. We kindly ask you to fill out our feedback surveys whenever requested, so that we can maintain continuous communication for the purpose of excellent service. Constant communication is the best way to ensure quality service. Thank you for your feedback and for helping us to always provide you with the best service.

22 - PRICE INCREASE

We work hard to provide you with a quality cleaning service. A number of factors imply that our rates may be subject to change at any time, but we will always advise you in advance of any price increase.

In addition, if the conditions or cleaning needs of your home have changed, a price adjustment may be necessary. As well as discontinuing the service and subsequently returning it, you may be charged a new rate.

23 - CONFIDENTIALITY

At Fort Clean Services, we recognize and accept that this Agreement creates a confidential relationship between our company and the client.

We understand that information concerning the customers business matters, suppliers, finances, properties, methods of operation and other similar information, whether written or oral, is confidential information. We therefore agree that we will not disclose any confidential Information to any person, at any time during or after the term of this Agreement. We also agree to bind our employees to the terms and conditions of this Agreement. Customers have the option of choosing not to allow their public reviews and private comments to be used as a reference or testimonial for us to promote our services.

24 - GUARANTEE AND REFUNDS

At Fort Clean Services, we always strive to provide meticulous, high-quality cleaning services. However, if by any chance you are not satisfied with something, please notify us within 24 hours of the cleaning date by calling or emailing our office. We will return to your home at the earliest opportunity to redo the specific area the service was not satisfactory. However, please note that we cannot guarantee to touch up items or areas that have been damaged, improperly treated or stained in the past. Although we do not offer refunds, we will work closely with you until you are completely satisfied with the services you have received. Our aim is to ensure that you are satisfied with our services and that your home is left sparkling clean.

25 - CANCELLATION OF RECURRING SERVICES

At Fort Clean Services, we understand that circumstances can change and you may need to stop your recurring cleaning services. We do not require a contract, so you can cancel your recurring services at any time. We just ask that you do so at least 30 days before the date of your next cleaning session. This will give us time to make the necessary adjustments. We appreciate your understanding and cooperation.

Thank you for reading our customer guidelines. We hope that you have obtained a clear understanding of our services and policies. If you have any questions or concerns, please do not hesitate to contact us. We appreciate your business and strive to make your experience with us a memorable one. Thank you for trusting and considering us as your cleaning services provider.

By signing below, you certify that you have read, understood and agreed to the contents of this Terms and Conditions Agreement.

+(860) 888.7035
@fort.cleaninc
Connecticut
www.fortcleanservices.com

Estimate

FORT CLEAN

Date _____/_____/_____

ABOUT YOU

NAME:_____ PREFERRED:_____

PHONE:_____PHONE:_____

ADDRESS:_____

CITY_____ZIP CODE_____

E-MAIL:_____

ONE TIME ( ) MOVE IN-OUT ( ) POS-CONSTRUCTION ( ) OFFICE CLEAN ( )

WEEKLY ( ) BI-WEEKLY( ) MONTHLY( )

APTO ( ) TOWNHOUSE ( ) HOUSE( ) COND ( )

ABOUT THE HOUSE

BATHROOMS: 1( ) 2( ) 3( ) 4( ) 5( ) 6( ) 7( )

HALF BATHROOMS: 1( ) 2( ) 3( ) 4( )

BEDROOMS: 1( ) 2( ) 3( ) 4( ) 5( ) 6( ) 7( )

BASEMENT:_____

FLOORING TYPE: WOOD- VINYL( ) TILE( ) CARPET( )

ACCESS TO HOME: CODE( ) OPEN DOOR( ) CLIENT AT HOME( )

LOCATION OF CENTRAL TRASH: GARAGE( ) OUTSIDE( )

PETS: YES( ) NO( ) CAT( ) DOG( )

DO NOT CLEAN:_____

_____

OTHER INSTRUCTIONS:_____

_____

_____

_____

_____

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