



MAID OF GREENPRO.

TERMS AND CONDITIONS

Maid of Greenpro operates its business as a service provider under the following terms and conditions, and functions as a placement and recruitment agency. Maid of Greenpro reserves the right to make amendments to these conditions without giving prior notice.

By accepting our professional cleaning service appointment and agreeing to services provided by Maid of Greenpro; the client agrees to accept Maid of Greenpro's general terms and condition listed below. These terms and conditions, together with our letter of confirmation and our cleaning schedule, constitute the entire agreement between the parties. In the case where clients find any part of the agreement provided unhelpful, invalid or unenforceable for any reason, the remaining terms and conditions shall remain and take full force and effect.

If you are unsure about any point within these terms and conditions, please contact us for clarification. Your statutory rights are not affected. In event that the terms and conditions change we will notify you in writing.

PAYMENT:

Your rates are calculated based on the information given to us in your request. Our services are charged in hourly bases but additional services will be charged proportionately. Our rates are competitive and offer excellent value for money. All rates, both regular and special services include cleaners pay and the agency fee (no agency can offer as much). No charges are made for administrative work. Our rates also include comprehension insurance cover for major damages, theft, and loss of keys and lock replacement. Please note that replacements are always attempted but not guaranteed.

Cleaning products (Janitorial products) will be supplied at a considerable cost regularly in order not to compromise the quality cleaning service we wish to provide. Client has the liberty to decide not to use the Maid of Greenpro cleaning materials. Invoices will be sent to you by our accounting department, so you don't have to worry about leaving cash to your cleaner. We

accept Direct Debit and Mobile Money transactions only. Other means of transaction will be communicated to you if the need arises.

Again;

- ✚ MAID OF GREENPRO Company membership is payable by Standing Order/Direct Debit Mandate as per the Terms of Agreement form.
- ✚ Your cleaner will be paid directly by MAID OF GREENPRO. Please complete the Worker Earnings Receipt Form (WERF) to enable us pay the cleaner.

Kindly Note: We cannot cancel your Standing Order Mandate for you – the instructions would have to come from you.

ARRIVAL TIME:

Cleaning services occurs between 9am – 5pm on our regular scheduled day. Given that each home we clean vary in the amount of time and traffic congestions, we cannot guarantee an exact arrival or departure time. If for any reason we need to reschedule due to staff illness or any other unforeseen circumstances, we will give you an early notice, as quickly as possible, as to whether staff needs to be replaced or postponement of cleaning schedule. Time estimates given by Maid of Greenpro are only an estimate as size of the area and the actual level of dirtiness as well as conditions encountered during cleaning. We will make every effort to accommodate your needs.

SUPERVISORS AND CONSULTANTS:

There will be supervisors or consultants assigned to your home after the first and other subsequent cleanings. These supervisors are required to take feedbacks and recommendations from you to ensure that your needs are met and also to improve in our delivery. Our consultants will first come to your homes to arrange for a cleaning plan based your needs and will determine how the cleaning should be done. They will also make inspections and investigations in cases of theft, item damages, improper cleaning and other circumstances that may occur. We are unable to guarantee that the same supervisors or consultants each visit.

CANCELATION OF SERVICES

We understand that life happens, things may come up which you may not have planned. For this reason, Clients have the right to suspend or cancel a cleaning service. We stand by our service and if you would like to cancel the service for any reason, the request must be per email

or direct telephone call with our management and needs to be confirmed to be valid. We require one business day notice to cancel an appointment without penalty. There will be 50% cancellation fee for the second occurrences. Service will be suspended if you give us this notification three (3) times.

ACCESS TO YOUR HOMES

We will discuss arrangement on how to access your home before your first service. In case you will not be available at home during the cleaning, then we strongly recommend that you have a representative to be present during the cleaning to ensure that things are done in the right order without any complications. You can also provide us with a key, code or having someone open the door for us which will also avoid lock out charges. We are not able to keep a copy of the key as we cannot guarantee the same visit on every schedule.

THE SETTING

We request that all securities systems in your house should be properly checked during the time of cleaning. This way we can be the most efficient and give the best rate possible. We understand this may not be possible always and it would just need to be something to discuss before setting up service. Pets that may be a threat must be secured also, we do not clean up after sick pets or pet accidents. The Client has responsibility to deactivate any alarms and no responsibility for the triggering of an alarm system or cost related to a response will be accepted by Maid of Greenpro. Maid of Greenpro also reserves the right to suspend or cancel cleaning service, if there are problems with access, water or electricity supplies or interference from any party.

CLAIMS AND COMPLAINS

- ✚ The client is responsible for reporting any incident, breakage, damage and loss or complaint within 12 hours of completion of the service. Failure to do so will nullify any re-clean or action to rectify the issue. The client will also be taken to be the (prime person) person at the premises as delegated and not the absent party if any. The client may delegate a third person to inspect and supervise cleaning if it is done properly or not. If the Client is not happy with our work or the maid, when we leave no claim or rectification of any, work will be done at the request of the absent party (third party) Any problems are to be rectified to us prior leaving.
- ✚ The Client is responsible for securing cash, jewellery and other small items of value. Maid of Greenpro pays staff well and has zero tolerance policy in terms of theft and

dishonesty. No responsibility or liability is accepted for any of the above. (The client must avoid unnecessary temptations). Bags of Maids may be kept by the client and given to the maid at the end of the day, or bags may be inspected by the client. Maid of Greenpro will do a random inspection of bags.

- ✚ If a client suspect theft or actual theft has taken place, it is the client responsibility to report the incident immediately to Maid of Greenpro management. Where it is that the incident is beyond our control or cannot be covered by our insurance policy, clients are at liberty to report the case with the Ghana Police Services. The client will lay a charge of theft, if actual theft has taken place and follow through to the actual prosecution. Maid of Greenpro will not be responsible to loss due to theft.
- ✚ (Unless otherwise agreed by Maid of Greenpro), the Client or a representative has the responsibility to be present both at the start and end of each service and to inspect any cleaning performed prior to the Maid leaving the premises. This will enable Maid of Greenpro to rectify any work not done or not done properly, while still on the premises. Where Maid of Greenpro is only advised later, we will rectify at the sole discretion of our management at the next clean or if possible make other arrangement to do so when convenient.
- ✚ Complaints need to be made within 12 hours of the completion of service. (If client is not at the premises on our departure as agreed with Maid of Greenpro) Where the client or delegate is at home we must be advised prior to departure. No subsequent complaints will be entertained
- ✚ The client is responsible for securing or removing all fragile or easily breakable items from areas that need to be cleaned. Items excluded from any liability are cash, jewellery, art works, antiques and terms of sentimental value (including damaged, fragile or unsecured items or objects)
- ✚ The client undertakes to advise Maid of Greenpro management or to point out to the maid any defects of all items or fixtures that may be cracked, chipped, scratched or unstable and as such be prone to further damage or to cause damage of any nature. Any such item and or fixture is cleaned or handled at the exclusive risk of the client.
- ✚ Maid of Greenpro reserves the right not to be liable for any action or service if service is postponed due to broken equipment, or any circumstances beyond our direct control, or if there are issues in terms of safety.

INSURANCE

Maid of Greenpro has insurance to cover any accidental damages caused by a Maid of Greenpro member of staff at a point of service, subject to the damages been reported within 12 hours of completion of the service in writing either per email, phone calls or fax to Maid of Greenpro. No consequential damage will be covered.

Insurance will not cover anything that may breakdown or stop working at any time and this would include but is not restricted to the vacuum, computer, fridge, freezer, micro wave, dish washer, tumble drier, stove, oven, washing machine and tumble drier or the instability of any item which the client is already aware of, such as headboards, bathroom fixtures or other property fittings. The client is obliged to notify Maid of Greenpro management of fittings that are poorly secured, not secured or appliances that are not in proper working order. No liability will be accepted by Maid of Greenpro for any of the above for damage caused directly or indirectly. We also reserve the right not to share any confidential company information or documents.

- ✚ Theft of belongings cannot be and is not covered under the Insurance, which is why we vigorously vet all cleaner applicants that come onto our books and give you the final choice. Prevention is better than cure. Fidelity Guarantee insurance to cover dishonesty would significantly increase the cost of the service to you and you would have limited cover. Our experience to date twinned with our method of operation strongly suggest that we succeed in recruiting only suitable workers.
- ✚ Should the cleaner be injured during the course of their duties, our Employer Liability policy may respond subject to the standard terms and conditions of the Policy.
- ✚ Our Policy only covers injuries to workers while working on the inside of client's premises as agreed not for work outside.
- ✚ Bleach damage caused by spill of cleaning fluids containing bleach is not covered under the insurance. MAID OF GREENPRO does not recommend the use of concentrated or neat bleach. (While clients may keep for their own use), they should not permit the worker to use it. Alternative, safer products are available.

GOOD WORKING RELATIONSHIPS:

No client will be entitled to a full or partial refund; this is subject to the discretion of Maid of Greenpro. Should a client not be satisfied with the level of service from a maid and such is conveyed to Maid of Greenpro within the prescribed 12hour period of completion of the service, or as defined above. Maid of Greenpro reserves the right to do a re-clean of the

specific area and or item only at an agreed time and day. The client will need to be present during the re-clean. A re-clean will only be carried out once.

No Staffs member or ex staff of Maid of Greenpro may be offered or given temporary or permanent employment by the client directly or indirectly (Family or work)

HOLIDAY FOR CLEANERS

The Holiday Year for cleaners in MAID OF GREENPRO is the same as the calendar year: 1ST January to 31st December. This has been arranged so any holiday entitled can be taken over the Christmas period when (a) you are unlikely to want the cleaner around (b) where the cleaner is unlikely to want to work.

CONFIDENTIALITY & SECURITY

We ensure that all client details are kept confidential at all times. We take a variety of security measures to safeguard our all client's confidentiality. Your cleaning person will not under any circumstances share any information regarding your premises or any other personal information. Furthermore, all our cleaning staff are made aware of safe key-holding and take appropriate measure to secure your premises at all times.