

Cleaning Scope of Services



Essential Cleaning vs. Premium / Deep Cleaning

What's the difference?

Essential Cleaning

Tasks Included

1. General

- Organizing loose, out of place items
- Cleaning and dusting of surfaces, including desks, shelves, and other horizontal services
- Sweeping and mopping of hard floors
- Vacuuming carpets, mats and rugs
- Emptying trash bins and replacing liners
- Wiping down high-touch surfaces (door handles, light switches, etc.)

2. Restroom

- Cleaning and disinfecting toilets, dispensers, sinks, railings, and countertops
- Restocking of client owned towel, tissue, soap, sanitizer, air care, and feminine care consumables
- Sweeping and mopping floors

3. Break Room / Kitchen Cleaning

- Cleaning and disinfecting countertops, tables, and chairs
- Cleaning and disinfecting the exterior of appliances (microwave, refrigerator, toaster, etc.)
- Sweeping and mopping floors
- Cleaning of any trash splash

4. Window / Glass Cleaning

- Cleaning interior glass surfaces, including windows and mirrors

5. Additional Services (if applicable)

- Spot cleaning of walls
- Spot clean tough carpet stains
- Removal of cobwebs, dust bunnies, etc.

Premium / Deep Cleaning

Tasks Included

1. All Essential Cleaning Tasks

- All tasks outlined under Essential Cleaning

2. Deep Cleaning

- Detailed cleaning, degreasing and dusting of all surfaces, including hard- to-reach areas below 3 feet above 10 feet (baseboards, ceiling fans, light fixtures, blinds, windowsills, etc.)
- Inside cleaning of cabinets and drawers
- Deep cleaning carpets (stain removal, shampoo, and dry)
- Cleaning upholstery (if applicable)
- Polishing furniture and fixtures
- Cleaning exterior main entryway doors and windows

3. Enhanced Restroom Cleaning

- Deep disinfecting of all high-touch surfaces
- Descaling faucets and fixtures
- Cleaning and disinfecting walls and partitions
- Cleaning tile & grout

4. Break Room / Kitchen Cleaning

- Thorough cleaning of interior appliances, cabinets, and drawers.
- Cleaning and disinfecting backsplash

5. Odor/Air care

- Treatment and prevention of odors

6. Drain Care

- Treatment and prevention of odors with multi-purpose enzyme cleaner

7. Dispenser Refill / Restock

- Purchasing and refilling / restocking towel, tissue, soap, sanitizer, air care, and feminine care consumables
- Dispenser installation included for small installs (10 or less, total) dispensers. Hourly rates for installs 10 or more, total.

Service Agreement

ROCKY MOUNTAIN CLEAN CREW provides cleaning and one-time services for home and small businesses. It is our hope that when you consider contracting these services for your facility, you will have at hand this brief introduction to our company - Rocky Mountain Clean Crew was founded because it's easy for dirt to pile up when a professional cleaner pushes dirt around. They're not living up to your expectations; not even their own. We don't just clean. We care, about every corner, every detail.

THIS CLEANING AND ONE-TIME SERVICE AGREEMENT (the "Agreement") is entered into on ___ / ___ / ___ by and between Rocky Mountain Clean Crew (hereinafter the "Company"), and _____ (hereinafter the "Client"), (referred to collectively herein as the "Parties," and individually as a "Party"). **WHEREAS**, Client desires for the Company to provide certain cleaning services to Client at the location described below (the "Premises"); and **WHEREAS**, Company desires to offer such cleaning services to Client in accordance with the terms and conditions contained herein. **NOW, THEREFORE**, for good and valuable consideration, the receipt of which is hereby acknowledged, the Parties hereto agree as follows:

CLEANING OR ONE-TIME SERVICE & LOCATION 2.1 SERVICE Company shall provide the cleaning services (collectively the "Services") as provided in ("Scope of Work") **2.2 THE PREMISES** Company shall provide the Services at the following location(s): Address, City, State, Zip.


3.1 PRICING. Client shall compensate Company for the following Services


Cleaning Plan / Service	_____
Cleaning Plan / Service Cadence	_____
Price	_____
Payment Terms	_____
Supply and Equipment Handling Fee	_____

EQUIPMENT & SUPPLIES 4.1 EQUIPMENT Company will furnish all labor (1 to 2 cleaners), transportation, equipment and janitorial supplies requisite to the performance of these Services. **4.2 SUPPLIES** Rocky Mountain Clean Crew will provide consumable products such as, but not limited to, toilet paper, paper towels, hand soap and trash liners.

TERM & TERMINATION 5.1 TERM This Agreement shall be effective upon execution by Client for a period as determined by the client, for Cleaning Plans and any one-time service. The agreement can be terminated under the terms set forth below. **5.2 TERMINATION** This Agreement may be terminated by either Party hereto upon a fifteen (15) business day written notice to the non-terminating party unless the terms of the agreement have been violated by either party, in which case Agreement shall be terminated effective immediately upon request, so long as the request has been deemed violated mutually by both parties and parties cannot come to a mutual agreement to continue Agreement.

LIABILITY INSURANCE Rocky Mountain Clean Crew maintains a business and liability insurance policy to ensure the protection and peace of mind of our clients. Our Certificate of Liability Insurance, policy number TSGL4604747XB, is provided by Simply Business or Accredited Surety and Casualty Company, NAIC number 26379, headquartered in Boston, Massachusetts. This policy is set to expire on August 12, 2025. Clients who wish to obtain a copy of our Certificate of Liability Insurance may do so by submitting a request to Rocky Mountain Clean Crew. We will be happy to provide the certificate upon your request. This insurance coverage demonstrates our commitment to professionalism and accountability in our cleaning services.

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 08/11/2024			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER Simply Business 1 Beacon Street 15th Floor Boston, MA 02108			CONTACT NAME: Simply Business PHONE (A/C, No, Ext): (844) 654-7272 FAX (A/C, No): E-MAIL ADDRESS: contactus@simplybusiness.com				
INSURED Rocky Mountain Clean Crew 290 W Alameda Ave 403 Denver, Colorado 80223			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A : Accredited Surety And Casualty Company		26379		
			INSURER B :				
			INSURER C :				
			INSURER D :				
			INSURER E :				
INSURER F :							
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TSGL4604747XB	08/12/2024	08/12/2025	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE Y / N OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
	PROFESSIONAL LIABILITY						EACH CLAIM AGGREGATE
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)							

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

SERVICE DEPOSIT Rocky Mountain Clean Crew reserves the right to collect a one-time deposit of \$25.00 for each one-time service appointment booked by a client, should the client not be a referral. This deposit will be invoiced and sent to your email for payment processing prior to your appointment. The deposit must be paid at least 48 hours before the scheduled appointment and will be applied toward the final invoice, provided the appointment is not canceled within 48 hours of the scheduled appointment date.

SCHEDULED CLEANING / SERVICE APPOINTMENT DATE & TIME Details regarding your scheduled cleaning or one-time service appointment date and time, including frequency and specifics of your cleaning plan (if applicable), will be provided via email confirmation.

PAYMENT TERMS All home and small business cleaning plans provided by Rocky Mountain Clean Crew LLC will be billed every four weeks, commencing from the date of the cleaning plan subscription selected by the Client.

Client will receive final invoice from Rocky Mountain Clean Crew for all services fulfilled, with payment due in full within 30 days (Net 30 Terms) from the final invoice generated date for all Cleaning Plan subscriptions. Payment is due within 15 days (Net 15 Terms) from the final invoice generated date for all one-time services, with the option to submit payment within 72 hours from the final invoice generated date for a 7% discount. This excludes deposit invoices, which are due prior to scheduled service.

Payments can be made in the form of physical check, cash, credit / debit card, PayPal, Zelle, and Venmo. No manual electronic funds transfers permitted. Valid state driver's license or ID required for all check payments. Although tips are welcome, they are not necessary. No overpayment for services will be accepted unless approved by Rocky Mountain Clean Crew in advance. Please reach out to us with questions at:

Rocky Mountain Clean Crew LLC
Denver, CO 80223
jake@rockymountaincleancrew.com
(970) 508.9997

CLEANING PLAN AND ONE-TIME SERVICE RATES Our Cleaning Plan and One-Time Service dynamic pricing model is based on scaling square footage, staffed hourly labor rates, supplies and equipment required to complete cleaning and one-time services, transportation, and other business expenses not limited to training, certification, e-commerce, etc. **All one-time and other specified service final invoices will include a supply and equipment handling fee of 25% the total hourly rate for all supplies and equipment used, as well as transportation, prep and take down of equipment and supplies related to that one-time service.** Please note that rates may vary based on the size and scope of required services and Rocky Mountain Clean Crew reserves the right to alter rates at any time.

LATE ARRIVAL NOTIFICATION If we anticipate being more than 15 minutes late, we will notify you as soon as possible.

COMMITMENT TO FAIR TREATMENT & EQUITY At Rocky Mountain Clean Crew, we are committed to the fair treatment and equity of all individuals. We will not tolerate any form of discriminatory language, written content, artwork, or other physical or non-physical displays that are inconsistent with our core values of respect and inclusivity. Any behavior or display that violates this policy may result in the immediate termination of services, and we reserve the right to refuse service to individuals or entities that do not uphold these principles.

RIGHT TO DECLINE OR TERMINATE SERVICE DUE TO HEALTH & SAFETY CONCERNS Rocky Mountain Clean Crew reserves the right to decline or terminate services at any time due to concerns regarding the physical or emotional health and safety of our staff or clients.

RIGHT TO DECLINE OR TERMINATE SERVICE DUE TO EXCESSIVE DECLUTTER Rocky Mountain Clean Crew reserves the right to decline or terminate cleaning services, whether for a one-time appointment or an ongoing cleaning plan, if our staff determines that the condition of the home or business is excessively cluttered, thereby impeding our ability to perform our duties effectively and safely. In such cases, we will inform the client of our concerns and may suggest rescheduling the service after the necessary decluttering has occurred. If we are unable to proceed with the service at that time, any fees or deposits paid for the service may be retained, and the cleaning plan may be subject to termination.

PARKING To ensure prompt and efficient service, it is essential that parking for our technicians is readily available at your location. Parking should be located on residential streets, in garages, or in designated lots, and should not require our technicians to search for parking for more than five minutes. If parking is challenging or if special arrangements are necessary, please inform Rocky Mountain Clean Crew in advance of your scheduled service. Adequate parking will allow our technicians to focus their time and effort on providing you with the highest quality cleaning services without unnecessary delays. By agreeing to these terms, you acknowledge the importance of accessible parking for the successful completion of our services.

WATER CONSUMPTION As part of our cleaning and one-time services, Rocky Mountain Clean Crew may need to utilize water sources available in your bathrooms, kitchens, and other areas to effectively wash cleaning supplies and obtain water for mopping and other necessary cleaning tasks. While we strive to provide our own water whenever possible to conserve resources, there may be instances where using your water supply is necessary for optimal service delivery. We encourage clients to communicate any questions or concerns regarding water consumption and usage during the cleaning process. If you have any specific concerns about water usage or if you notice a significant increase in your water bill that you believe is attributable to our service, please bring this to our attention in writing. However, please note that Rocky Mountain Clean Crew is not liable for any increase in water consumption costs incurred as a result of providing the cleaning or one-time services you have requested.

ACCESS TO PROPERTY / KEYS To ensure a smooth and efficient cleaning experience, it is the client's responsibility to provide access to the premises at the scheduled time of service. If our cleaning technicians are unable to access the property due to security issues, locked doors, or other obstacles, we will wait for a maximum of 15 minutes from the scheduled appointment time. If access is not granted within this timeframe, we reserve the right to cancel the appointment. In such cases, any fees or deposits already paid may be retained, and the client will be required to reschedule the cleaning service based on availability. We encourage all clients to ensure that access information, including any security codes or arrangements, is disclosed and confirmed prior to the scheduled cleaning appointment to avoid any inconvenience.

SERVICE OPTIONS Rocky Mountain Clean Crew offers a variety of cleaning services, including one-time services, base-service and full-service plans. The specific cleaning activities associated with these one-time services or plans are outlined in detail on our website at www.rockymountaincleancrew.com. If you have any questions regarding what is included or excluded in our service offerings, or if you would like to inquire about the possibility of incorporating a one-time service, please reach out to us in writing as quickly as possible. Additionally, you can discuss any questions or requests with your technician during your FREE scrub assessment or at the time of your cleaning appointment. We encourage open communication to ensure that your cleaning needs are fully understood and met in a timely manner.

CANCELLATION OF SERVICES / CLIENT RIGHT TO REFUSE SERVICES At Rocky Mountain Clean Crew, we strive to provide exceptional cleaning services to all our clients. However, if you are unhappy with the service provided, you may terminate your one-time service or cleaning subscription at any time by submitting written request for cancellation to Rocky Mountain Clean Crew and providing reason. Rocky Mountain Clean Crew will provide refund for any remaining, unused services within a cleaning plan subscription by taking the cleaning plan subscription value, divisible by the number of calendar days within that month. No refunds will issue for services rendered.

DAMAGE AND REPLACEMENT POLICY Rocky Mountain Clean Crew is committed to providing quality services. If any property or item is damaged while our staff is performing cleaning services, we will take responsibility for the damage and arrange for its replacement or repair. This replacement or repair will be contingent upon the provision of valid proof of damage, which may include photographs, written descriptions, or any other relevant documentation. Clients are encouraged to report any damage within 24 hours of service completion to facilitate the claims process.

PETS AND PROPERTY PROTECTION At Rocky Mountain Clean Crew, we understand that your pets and property are important to you. To ensure the safety and well-being of both, we have implemented the following policies: 1. Pet Safety: Clients are encouraged to inform us in advance if there are pets on the premises. We request that all pets be secured in a safe area away from cleaning activities during our service to prevent any stress or disruption to your pets and to ensure the safety of our cleaning technicians. 2. Property Protection: Our cleaning technicians are trained to handle your property with care. We take all reasonable precautions to protect your belongings while performing our cleaning services. However, it is the client's responsibility to ensure that any fragile or valuable items are properly secured or removed from the cleaning area prior to our arrival.

CONFIDENTIAL INFORMATION We define "Confidential Information" as any information related to your property, business operations, or personal details, including but not limited to access codes, security information, and any other sensitive data shared with us. **b. Non-Disclosure:** We agree not to disclose, share, or sell any Confidential Information to third parties without your prior written consent, except as required by law or as necessary to perform our services. **c. Access and Security:** All employees and contractors of Rocky Mountain Clean Crew are bound by confidentiality obligations and are trained to handle your information with the utmost care and discretion. **d. Duration of Confidentiality:** This confidentiality obligation will remain in effect for the duration of our service agreement and will survive the termination of our relationship. By engaging our services, you can trust that your privacy and the confidentiality of your information will be respected and protected

ECO-FRIENDLY COMMITMENT At Rocky Mountain Clean Crew, we are committed to promoting environmental sustainability and protecting the planet. We strive to ensure our cleaning solutions are safe for both the environment and the health of our clients and their families. If you have specific requests regarding the use of products or practices, please communicate these to us prior to your scheduled service. By choosing our services, you join us in our commitment to a cleaner, healthier environment. Together, we can make a positive impact on our planet while maintaining a clean and safe space for you and your loved ones.

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CLEAN CREW QUALITY ASSURANCE GUARANTEE At Rocky Mountain Clean Crew, we are committed to delivering the highest quality cleaning services to our valued clients. To ensure your complete satisfaction, we offer the following Quality Assurance Guarantee: **1. Commitment to Excellence:** We guarantee that our cleaning services will be performed to the highest standards of quality and professionalism. Our trained technicians will adhere to our established cleaning protocols and use quality products to achieve optimal results. **2. Satisfaction Guarantee:** If you are not completely satisfied with any aspect of our cleaning service, please notify us within [24] hours of service completion. We will gladly address your concerns and resolve any issues by re-cleaning the areas in question at no additional charge. **3. Feedback and Improvement:** We value your feedback and continuously strive to improve our services. If you have any suggestions or comments regarding our cleaning services, please feel free to share them with us. **4. Trained Professionals:** Our cleaning technicians are thoroughly vetted and trained to provide exceptional service. We invest in ongoing development to ensure best practices in the industry. **5. Quality Checks:** We conduct regular quality checks and evaluations of our services to maintain our high standards.

DISPUTE RESOLUTION In the event of any dispute, claim, or controversy arising out of or relating to this Agreement or the services provided by Rocky Mountain Clean Crew, the parties agree to the following resolution process: **1. Informal Resolution:** The parties agree to the first attempt to resolve the dispute informally. The client should notify Rocky Mountain Clean Crew in writing of the nature of the dispute, and the parties will work in good faith to resolve the issue amicably within [10] business days. **2. Mediation:** If the dispute cannot be resolved informally, the parties agree to submit the matter to mediation before pursuing any other legal or equitable remedies. The mediation will be conducted by a neutral third-party mediator agreed upon by both parties. Each party will bear its own costs associated with mediation. **3. Arbitration:** If mediation fails to resolve the dispute, the parties agree that any unresolved claims or disputes will be submitted to binding arbitration in accordance with the rules of the American Arbitration Association (AAA). The arbitration will take place in [City, State], and the decision of the arbitrator will be final and binding on both parties. **4. Costs:** Each party shall be responsible for its own legal fees and costs incurred in connection with any dispute resolution process, unless otherwise determined by the arbitrator. **5. Confidentiality:** The parties agree that all discussions, negotiations, and proceedings related to the dispute resolution process will be kept confidential and will not be disclosed to any third parties, except as required by law.

