



# Touch of Europe LLC

*A Dane County Based, Family Owned and Operated Cleaning Service*

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## Client Policies and Procedures

There are a number of reasons why you should utilize Touch of Europe LLC for your cleaning needs. The main reason however is the quality of service. It has been our diligent work ethic and our care for detail that makes us the most effective and cost effective service you could find.

Our clients are the lifeblood of our business and the only measure of whether that business succeeds. And we believe that clients who are satisfied with our services are satisfied because of the superiority of our employees and the cleaning systems on which they are trained.

The following policies are in place to ensure that our team always delivers high qualities services in a cost effective manner. By retaining Touch of Europe LLC, you are agreeing to abide by these policies. From time to time we may modify these policies in response to client or employee input, or to improve the long term prospects of our business. The most up to date policies will always be found at our website, [www.Touchofeuropetcleaning.com](http://www.Touchofeuropetcleaning.com).

We ask you to please review these policies and contact us with any questions. Our services are contingent on Clients agreeing to abide by these policies.

Ava Palek

Owners, Touch of Europe LLC

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# TOUCHOFEUROPECLEANING.COM

# About Us

Touch of Europe LLC does indeed have its roots in the continent “across the pond.” After decades as a success retail manager and small business owner in Poland, Ursula Gorniak realized her life-long dream of coming to the United States. Once here she quickly established herself in the cleaning services industries and eventually founded Touch of Europe. Ursula’s daughter Ava and her two grandchildren soon followed her to America. Ava gave up her career in academia to work with her mother to make Touch of Europe LLC what it is today.

Ava’s academic training and experience in Human Resources has been invaluable in building our most important company asset: our employees. We are now continually adding well screened, highly trained and trusted employees to our team. We are a family owned and operated locally based business. We don’t subcontract our work and bringing good employees into our “family on a long term basis is our secret to high quality cleaning services. Any issues will promptly be resolved with people you have known and can trust.

We firmly believe that our people and our service is what distinguish us from our competition. When you retain us as your cleaning service you can rest assured that you will receive outstanding cleanings services at a reasonable price. That’s our commitment to you each and every day.

# **Touch of Europe LLC**

## **Client Policies and Procedures**

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## SERVICE COVERAGE AREA

Before you book your appointment online make sure that your property is located within our Dane County service area which is limited to Cottage Grove, Fitchburg, McFarland, Madison, Maple Bluff, Middleton, Sun Prairie, Verona, Waunakee, and Westport, De Forest, Monona, Windsor.

## 2 HOUR ESTIMATED ARRIVAL WINDOW

Our scheduling calendar is constantly changing. In order to ensure that we meet the obligations of our schedule we schedule we utilize a two (2) hour window for arrival. What this means is we will give you an estimated arrival time, for example 9:00 a.m. In most situations we will arrive at 9:00 a.m. But we could arrive any time up to 11:00 a.m. There are numerous reasons why this is necessary. Weather, traffic, and unexpected issues at a previous client may cause a later than planned arrival. We appreciate your understanding of the necessity of this policy.

## DURATION OF APPOINTMENT

The amount of time spent cleaning may vary from appointment to appointment. Sometimes we have additional team members to clean, and that will reduce the cleaning time. And sometimes other factors increase or decrease the time spent in your home.

It is important to remember that the time spent in your home will never be indicative of the quality of the services performed. Every trip to your home will always result in the highest quality cleaning services.

## CANCELLATION FEES AND RESCHEDULING OF APPOINTMENTS

Last minute cancellations are a serious issue in our industry. Our Clients are the reason for our business. But our employees are the lifeblood of our business and are essential to providing high quality services to our Clients. We want to keep employees long term and to do that we need to ensure they have enough hours in the day to cover their expected work time. This becomes impossible when Clients cancel at the last minute. When Clients cancel our employees do not work and do not get paid. We do not have walk-ins or new Clients calling to fill the schedule after a last minute cancellation.

**We encourage you to keep your schedule appointment because it is important for ours employees and others clients however if you must cancel or re-schedule any appointment then you have to send us e-mail with a minimum of**

**forty eight (48) hours. In the event less than forty eight hours notice is given, a full charge of cleaning, this fee will be charged to the credit card number on file. Cash and check paying customers will be billed for the fee. We cannot perform any additional services until this fee is paid. The 48 hours is not calculated on our business hours. Its 48 real time clock hours.**

Our cancellation policy also applies if we arrive to clean your home on your scheduled day and we are unable to clean your home due to a situation such as a locked door, changed alarm codes, a hostile pet or any other situation which endangers our employee.

Without a consistently applied cancellation policy we are in danger of losing our trusted and valued employees to other services that maintain and enforce such a policy. We don't want to have a continual revolving door of new hires. We are hopeful then that our Clients will understand the need for this policy. Without consistent wages, we cannot retain the best maids to clean for you. Thus, respecting our procedure for reschedules helps ensure you will get the best house cleaning service possible.

If you wish to cancel or reschedule more than 48 hours ahead of your scheduled service you are welcome to do so on our website at [www.Touchofeuropecleaning.com](http://www.Touchofeuropecleaning.com). If you prefer, you can also call us at 608-416-5483 or send us an email at [cleanmadison@gmail.com](mailto:cleanmadison@gmail.com).

## **HOLIDAYS, VACATIONS, AND OTHER CLOSINGS**

### **Holidays**

We are closed on 4 major holidays. If your cleaning falls on a holiday we will reschedule your cleaning for another day. If our schedule permits, we will do so the same week of your original cleaning day. If not, then your cleaning will be scheduled in the following week.

- Christmas Day
- New Years Day
- Independence Day
- Thanksgiving Day

### **Weather Related Emergencies**

Living in Wisconsin means unexpected weather occurs, In the event of ice, snow, sleet or other emergencies we try to continue our usual schedule. However, in

severe weather it is often difficult for our employees to make it from outlying areas. So for the protection of our employees we may decide to cancel our schedule for the day. We tend to follow a rule of thumb that if the Madison School System is closed, we will be closed. If possible, and subject to availability, we try to anticipate closures and reschedule for an earlier day. If we cannot complete our schedule because of a weather related closing we will contact you to reschedule your cleaning.

### **SERIOUS CLIENT ILLNESSES**

If you or any member of your family will be home sick on your scheduled service day with any serious contagious illness, we ask you that you please cancel your appointment. If it is less than 48 hours' notice you will be subject to the cancellation fee. We will do our best to reschedule your appointment as soon as possible.

### **PRE-APPOINTMENT PREPARATIONS**

The ideal cleaning situation is when no one is home. Since this not always is possible, please eliminate as many distractions as possible so our team can work uninterrupted. However, there are a few things that you can do to make the cleaning day the most efficient and productive for the team assigned.

Please don't clean before we get there, but do "pick up" as much as possible so we can focus on the quality and details of the job. We appreciate it if the client provides a clutter-free environment, which allows us to reach all areas to be cleaned. We greatly appreciate it when things like dishes, clothes, toys, leftover food, etc. are put away before we arrive.

If you want trash bags replaced, please place extra bags in the bottom of your trash cans beneath the bag which is in use or you can place extra trash bags on the kitchen counter or kitchen table for us to replace.

### **EXTRA CLEANING SERVICES**

We are happy to provide you with additional services (i.e. cleaning the inside of the oven, the refrigerator, the cupboards, etc. Extra cleaning needs to be requested in advance so Touch of Europe LLC can provide you with an estimate of the additional costs involved and schedule the employee time and supplies needed.

Individual employees are not allowed to authorize extra cleaning services without prior consent.

## **SAFETY PRACTICES**

The safety of our Clients and Employees during the performance of cleaning services is paramount. During the time when we are in your home your home becomes our Employees' workplace. We are required to ensure the safety of all employees in the work environment.

Please ensure that your house is well ventilated or air conditioned. We ask that you keep your home in the 65-74° range while we're in the house.

In the event of ice or snow, we always appreciate a shoveled and salted path to your front door.

Please advise our employees of anything in the home that is not working properly (glass shower door falls off hinges when opened, hot water faucet is reversed with cold water, exposed wiring, picture frame is already broken and should not be moved, etc.).

## **PETS**

We take pride in being a pet-friendly cleaning service and we take special care to make your pet feel comfortable during our cleaning process. However, we do need to make sure that our employees' safety is addressed. If you have aggressive pets, please secure them during our service.

## **PARKING**

Our teams will typically arrive in one car or a van. On occasions there may be two vehicles. And we must bring in cleaning supplies and equipment. We understand that parking, particularly in downtown Madison. We ask that you consider this when retaining our company. Please provide or identify a place where our team can safely park while working in your home. If there are garage codes or other issues to be aware of in parking please let us know.

## **KEYS AND ALARM SYSTEMS**

We strongly encourage our ongoing clients to supply us with a key for entry. We keep keys in our office in a lockbox, and give them out only on your cleaning day. Most of our customers provide us with a key to their home.

If you have an alarm system, you can leave your alarm system off the day of your scheduled cleaning or provide us a guest code to use. The Client may also choose to purchase a real estate lock box to place a spare key in, and then provide Touch of Europe LLC with the pass code.

If a client chooses to leave their door unlocked, leave their alarm off, or leave their house key in an unsecured place for the cleaners to gain entry, the client releases Touch of Europe LLC from all liability that arises from damage made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages that are caused before or after their scheduled cleaning team.

### **CLEANING SUPPLIES AND EQUIPMENT**

Touch of Europe, LLC brings all of its own cleaning supplies. We provide our own equipment and cleaning supplies. We do this so that our Employees are trained in the use of each cleaning supplies and equipment. Having solid knowledge and training in the supplies and equipment ensures safe, consistent and high quality cleaning. It also eliminates the Client from having to keep track of supplies and maintain equipment.

### **“GREEN” CLEANING**

“Green Cleaning” is the practice of using products with environmentally friendly ingredients and cleaning methods designed to preserve human and environmental health. Touch of Europe LLC values the long term health and safety of its clients and employees, and strives to reduce waste and toxic emissions in all of our work.

### **BREAKAGE OR DAMAGES**

We train our staff to take extra care with your belongings, however on rare occasions accidents do happen. Our staff is instructed to report breakage or damage immediately to our office and to you if you're available. If you believe that something has been damaged or broken by us, we need to hear about it within 24 hours after your appointment. We will investigate the issue immediately and takes the steps necessary to resolve the situation. We cannot be responsible for items that have not been damaged by our team members.

We also cannot take responsibility for damage to items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall), or items that had prior damage.



If you have valuables or heirlooms, that are irreplaceable, collectable or expensive objects, it's preferred that these items be secured prior to the service and put away to avoid potential accidents. The Client is responsible for letting us know of any valuables that you prefer we not clean or handle.

## **CLIENT COMMUNICATION**

Our Business Hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

### **Email**

The quickest and the preferred way to reach us at all times is by using email at [cleanmadison@gmail.com](mailto:cleanmadison@gmail.com) Our practice during business hours is to respond and reply to all emails within two hours. Emails that are sent outside of business hours will be responded to no later than two hours after the start of the next business day.

### **Telephone**

Phone calls are also welcome during business hours at 608-416-5483. As with the emails, if we do not immediately answer we will return your call within two hours. Calls outside of business hours will be returned no later than two hours after the start of the next business day.

### **Text**

Our experience with texting has been that it is not as effective or productive as an email or telephone call. Therefore we must request that you use either email or telephone to reach us.

### **In-Person**

Since cleaning is a very personalized service we are always asking for cleaning feedback. Please send an email and let us know if there are any concerns or positive comments either good or bad. This feedback is essential to serve you better, to correct any problems and to pass on these comments to our cleaners. We at Touch of Europe LLC also regularly use our Cleaning Checklist to ensure that nothing is missed when your home is cleaned.

We want to be sure that you are consistently happy with our service, but sometimes a mistake may occur. Please notify us within 24 hours of your cleaning if you are displeased with the quality of service so that we can return to correct the situation in a timely manner without any additional charges.

## **CLIENT PRIVACY**

The privacy of our clients is paramount at Touch of Europe LLC. We maintain a strict policy regarding the confidential information of our clientele. We guarantee discretion and do not share any information outside of our company.

We do not allow anyone into the residence while we are cleaning other than our team of employees without explicit direction from our client. We ask that you inform us of any expected service or delivery persons expected during our time in your home.

If you provide us with a key we take that security very seriously. We do not duplicate your key. If we are provided with an alarm code we maintain the confidentiality of alarm codes. Keys and codes are only provided to the employees who need to use them on the day of cleaning.

Touch of Europe LLC occasionally takes photos of areas in your home for training and evaluation of our employees. We will never use the pictures outside of this limited purpose and the pictures will be deleted/destroyed once their purposes have been served.

## **RESIDENTIAL CLEANING SERVICES ESTIMATES**

### **Kitchen**

- Dust cabinets,
- Dust baseboards,
- Dust windows sills
- Clean/disinfect counter tops
- Clean microwave inside/outside
- Clean stove top
- Wipe down cabinets/hardware
- Wipe handles and light switches
- Clean outside of appliances
- Polish stainless steel appliances
- Clean outside and polish stainless steel refrigerator
- Clean table and chairs
- Clean and sanitize sinks & faucet

- Vacuum and wash floors
- Empty trash and replace liner

### **All living area**

- Clean window sills
- Dust cobwebs
- Dust baseboards
- Dust furniture/shelves
- Dust picture and décor.
- Dust light fixtures, ceiling fans and vents
- Dust blinds
- Dust electronics and television screen.
- Vacuum carpets/area rugs.
- Empty wastebasket
- Clean/polish table and chairs
- Vacuum/mop hard floors
- Vacuum carpets/area rugs
- Empty trash and replace liner

### **Bathrooms**

- Dust cobwebs
- Dust baseboards
- Clean/sanitize sinks
- Clean/sanitize tubs,
- Clean/sanitize shower,
- Clean/sanitize toilet
- Clean mirrors and glass
- Clean and polish fixtures
- Dust light fixtures
- Vacuum and Wash floors

Wipe outside cabinets and drawers

Empty trash and replace liner

### **Additional Service**

- Deep cleaning
- Clean inside refrigerator
- Clean inside oven
- Clean inside windows
- Clean inside cabinets
- Sweep the garage (it needs to be empty)

### Service we do not offer

- Clean anything outside the house
- Laundry/folding clothes
- Heavy scrubbing walls/doors
- Cleaning cat box
- Cleaning up animals waste
- Cleaning bio-hazards (mold, blood, bodily fluids)
- Stepping higher than 2 steps on a ladder
- Clean dishes/put them away
- Clean TV and computers monitors
- Clean bulbs and glass fixtures
- We do not move or lift anything over than 25 lb.
- Cleaning high to reach area.

### COMMERCIAL CLEANING SERVICES ESTIMATES

Touch of Europe LLC has significant experience with commercial cleaning in offices and other types of facilities. Due to so many variables in this type of work, any commercial cleaning estimates can only be made after an in-person review and inspection of the commercial facilities.

### PAYMENT FOR SERVICES

Touch of Europe LLC accepts cash, checks Visa or MasterCard. Payment is due in full at the time of service. If paying by cash or check, the payment should be left on the kitchen table or counter top, or some other location indentified to the team. If you forget to leave the payment, we will bill you for the service. There is a \$35 fee for any returned check. If the missed payment is not current at the next scheduled appointment your home will not be cleaned until your account is paid in full. If you require an invoice, please let us know and we will provide one.

Customers may leave a credit card number in a secured file with Touch of Europe LLC. The card will then be charged on the date of the scheduled cleaning. For the initial cleaning of new clients, a credit card will be required to schedule the appointment. For future cleanings, the credit card will continue to be used unless arrangements for cash or check payments are made.

### RATE ADJUSTMENTS

Please understand we take very seriously how any increase in rates affects our clients and we make rate adjustments only when there is no other option available to us. Rate adjustments must also reflect that our fixed overhead costs such as wages, gas, insurance equipment and supplies are always increasing. Our initial estimates and individual Client rates are based on a variety of factors within the Client's home that may change over time. For example, the number of people within the home, whether the Client has pets, the frequency of the scheduled cleaning or whether any structural changes in the home have occurred such as remodeling, and new and different types of furnishings. Any one of these changes may change the time and personnel needed to accomplish the service, and therefore may necessitate an adjustment of the rate.

Touch of Europe LLC reserves the right to re-evaluate the rates at any time. We will always notify Clients at least 30 days prior to any rate increases taking effect.

## **REFERRALS**

Anytime one of our clients recommends our housecleaning services to their friends or family, we are deeply honored. For you to take the time to tell your friends or neighbors that they should use our service is a great compliment that we truly appreciate. We believe there is no better advertisement than a satisfied customer. If you have already received services from us, in addition to our thanks, we want to extend a gesture of appreciation to you, our loyal customer, when you refer your friends and family to us.

If someone you refer to us uses our services ones, you will earn a \$25 credit on your next cleaning for the one time referral. In addition, if that referral continues to retain us regularly (at least once a month) for 1 year, you will earn another \$25 credit after their 1 yr anniversary. Please email our office to let us know who you have referred so that we can properly track and credit you. To qualify for the referral credit, your friend must have received and fully paid for our service.

## **GIFT CERTIFICATES**

No matter what the occasion, a Touch of Europe LLC gift certificate is a great idea and a sure way to put a smile on just about anyone's face. The gift of a clean home will bring a smile to every busy person's face.

Because we consider many variables when determining the rates of a home cleaning, the by using our updated website you can calculate the exact amount and schedule the cleaning all at the same time. If you want an estimate over the telephone for a gift certificate to cover a specific home cleaning please contact our

office. Or, if you prefer gift cards can be purchased for a specific dollar amount. Either way, it makes a much appreciated gift for someone who could use help getting their house to sparkle!

## **INSURANCE AND BONDING**

Touch of Europe LLC is fully licensed, insured and bonded. We are more than happy to provide you with the specifics if that is necessary to you for any reason. We believe that it is imperative for a cleaning service to be bonded and insured. Many cleaning services and independent providers do not carry this liability insurance. We believe that this is very as accidents do occasionally occur.

## **GUARANTEE**

We are committed to providing you with the best service possible. If you are not completely satisfied with our service, simply call within 24 hours and your concerns will be resolved quickly.

## **TERMINATION OF CLEANING SERVICES**

Either party may end this business relationship at any time for any reason. If you choose to end our services, we would appreciate if you would give us as much written notice as possible, preferably 30 days if possible. If you wish to end our services, any feedback you can provide us on why you're leaving is always greatly appreciated.

## **TOUCH OF EUROPE LLC EMPLOYEES**

Our employees are our greatest strength as a company. We are very proud that we hire full time *employees*. We do not use "independent contractors" or short time temporary employees. We thoroughly screen and vet the best employees we can recruit. Clients can have confidence knowing that these are trustworthy individuals who are entering their home and are committed to the long term success of our company.

We pay our employees in compliance with state and federal law and in consideration of the competitive marketplace. We pay workers compensation and unemployment insurance. We provide other employee benefits and are continually looking for ways to improve our employees' morale and reward their achievements. Our success is based on our employees and we need to retain our employees for the long term. If they don't succeed, we don't succeed.

Our company specializes in team cleaning. Our team will typically include two people although that may change based on the circumstances. All of our teams are made up of highly trained professional employees. The specific team members may vary based on our scheduling, but rest assured the quality will always remain consistent. Our teams are identified by us for scheduling purposes by colors (red, green, blue, etc.).

All teams are ultimately overseen by Ava who may accompany the teams at various times to ensure that the services are being performed properly. Any issues with the cleaning or team should be directed to her.

### **TIPS**

Tippling is neither required nor expected, however it is always appreciated. Please do not feel obligated to tip your cleaners. Team members are paid a fair wage by Touch of Europe LLC and we are constantly looking for ways to improve our employee's pay and working conditions. However, if you are happy with the service provided by our cleaners, and feel they have earned the additional vote of satisfaction; it is quite acceptable if you wish to leave a tip for them.

### **SOLICITATION OF EMPLOYEES BY CLIENTS**

Our employees are the lifeblood of our company and the reason for our success. We are very proud of their work ethic and trustworthiness. We have these wonderful employees because we spend a great of time and money recruiting and training our team members. And we pay and treat them fairly. It is a substantial interference with our business when clients attempt to hire them away from us. All of our team members have signed a non-compete agreement and are prohibited from soliciting or accepting business from any client on their own behalf during their employment with Touch of Europe LLC, or for 2 years following their end of employment.

By retaining our services you specifically agreeing not to solicit or hire current team members of Touch of Europe LLC (or past employees during the two year period). In the event you retain a team member of Touch of Europe LLC, or a past team member within two years of their employment you agree to pay a \$2,500 placement fee to Touch of Europe LLC. This fee is due regardless of whether the employment is regular, part time, or one time basis.

### **NON HARASSMENT/DISCRIMINATION OF OUR EMPLOYEES**

Touch of Europe LLC is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual we employ has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. The most productive and satisfying work environment is one in which work is accomplished in a spirit of mutual trust and respect. Therefore, Touch of Europe LLC expects that all client interactions with our employees be free of bias, prejudice and harassment.

Harassment is a form of discrimination that is offensive, impairs morale, undermines the integrity of employment relationships and causes serious harm to the productivity, efficiency and stability of our organization. We do not allow our employees to be harassed under any circumstances. In the event an employee reports harassment by a client or individual within a client's home Touch of Europe LLC will thoroughly investigate the complaint. In the event the employee's allegation is established to our satisfaction, we may choose to end our relationship with the client. Such behavior is not tolerable within our company values.