

Not Today Martha, LLC

Cleaning & Organization

Terms and Conditions

Last updated on 12/16/2024

These terms and conditions are effective immediately and subject to change at any time.

By booking a one time or reoccurring service with Not Today Martha Cleaning and Organization, you are agreeing to the terms and conditions of our service as follows:

WHAT WE PROVIDE:

- Not Today Martha, LLC offers insured, flexible, and high-quality cleaning and organization services.
- We guarantee customer satisfaction with our exceptional cleaning services. If you are not satisfied with the service provided, please contact us within 24 hours to address and resolve any issues.

Resolution options:

Should any issues arise with our services, Not Today Martha, LLC offers the following resolution options:

- Return to rectify the identified issues.
- A percentage discount on the service invoice.

CUSTOMER RESPONSIBILITIES:

To ensure we can support your cleaning needs and organization goals effectively, we require the following from you:

Home Accessibility:

- Provide access to your home via a lockbox or door code. *If the cleaner is unable to enter the premises, a lockout or cancellation fee of up to 50% of the quoted service fee will be charged.* You may set the terms of entry prior to the service date. Acceptable methods include being there to personally let us in, leaving a key in a secure location, creating a special code for entry, providing garage access codes, or supplying a copy of the key. Please inform us of your preferred method so we can update our service notes accordingly. Not Today Martha, LLC is not responsible for false alarms or charges incurred from the activation of alarms. We will follow the provided instructions for disarming and rearming any alarm systems. Clear communication is essential to avoid any inconvenience.

Preparing Your Home for Service:

- For the safety of our employees, please ensure that all weapons or firearms are secured and stored away.
- While we are a pet-friendly company, we understand that not all pets are comfortable with strangers. Please ensure that pets are kenneled or removed from the premises during the service. If your pet should not be let outside, inform us prior to the service date so we can update our service notes and ensure their safety.

- **Notify us of any changes that may affect the work environment for our cleaners.**

Your cooperation and communication are crucial in providing you with the best service possible.

RESCHEDULING, CANCELLATION, AND LOCKOUT POLICY

Rescheduling and Cancellation Notice:

We require a minimum of 48 hours' notice for rescheduling or cancellation of services.

Providing timely notice allows us to accommodate your needs and allocate your appointment slot to other clients.

Exceptions:

Exceptions to the notice requirement will be made in cases of illness and family emergencies. We understand that unexpected situations arise, and we prioritize the well-being of both our clients and employees.

Lockout Policy:

If our employee is unable to access your home upon arrival due to being sent away or locked out, a fee of up to 50% of the quoted service charge will be applied.

Weather-Related Changes:

In the event of adverse weather conditions, we may need to reschedule your service. We will make every effort to reschedule your appointment as close to the original date as possible.

Your understanding and cooperation with these policies ensure that we can continue to provide high-quality services to all our clients.

HOURS OF OPERATION AND CONTACT POLICY

At Not Today Martha, LLC, we are committed to supporting a healthy life balance for our clients and employees alike. Our hours of operation are from 9 AM to 5 PM, Monday through Friday, excluding holidays. For emergencies or cancellations, please contact us via email or text for the quickest response.

Contact Information:

- Call or Text Office: 574-341-9115
- Email mainoffice@nottodaymartha.com

Please refrain from contacting Not Today Martha employees directly regarding service issues, questions, or any other matters. For assistance, always use the provided phone number or email address to ensure you receive the best possible support.

NO SOLICITATION POLICY

Prohibition on Solicitation of Former and Current Employees

Clients are strictly prohibited from soliciting, hiring, or engaging in any form of employment or service arrangement with cleaners who are currently employed by Not Today Martha, LLC or who have been formerly employed by Not Today Martha, LLC within the past twelve (12) months. This policy applies to all former cleaners for a period of twelve (12) months following the termination of their employment with Not Today Martha, LLC.

Any attempt to solicit or hire a current or former cleaner during this period will be considered a breach of this agreement and may result in legal action. Clients are required to respect the confidentiality and non-compete obligations that our employees and former employees have agreed to as part of their employment terms with Not Today Martha, LLC.

Enforcement and Consequences

Not Today Martha, LLC reserves the right to take appropriate legal action to enforce this policy. This may include seeking injunctive relief, damages, or any other remedies available under the law. Clients found to be in violation of this policy will be liable for any legal fees and costs incurred by Not Today Martha, LLC in enforcing this prohibition.

By using the services provided by Not Today Martha, LLC, clients acknowledge and agree to abide by this No Solicitation Policy as part of the Terms and Conditions of service.

This formal No Solicitation Policy aims to protect you, our client, and the business interests of Not Today Martha, LLC and ensure the integrity and confidentiality of our operations. Thank you for your cooperation and understanding.

PROPERTY DAMAGE

At Not Today Martha, LLC, we strive to deliver quality services without causing damage to your home, belongings, or furniture. In the event that damage occurs during our service, please inform us immediately. We will always leave a note or contact you directly if any damage is caused.

While we are fully insured, our preference is to address and resolve any damage internally first, involving our insurance only when necessary. We want you to feel confident in our service

practices. If you would like access to our proof of insurance, please contact our primary office or email us to request a copy of our insurance certificate.

HOLIDAY AND EMERGENCY CLEANING FEES

Not Today Martha, LLC reserves the right to charge a holiday fee for cleaning services requested on the day of, on, or immediately following a major holiday. We also reserve the right to charge a fee for emergency cleans requested day of, or following day, and on weekends. While we strive to accommodate the needs of all our clients, we cannot guarantee availability during these times.

HAZMAT/BIO

We will not clean the following, including but not limited to:

- Blood
- Mold
- Asbestos
- Lead Paint
- Illegal Drugs
- Other bodily fluid
- Hazardous chemicals

Toilet brush(es) must be provided by you. If a toilet brush is not provided, one purchased by Not Today Martha for single time use will be used at full charge to you on your next invoice.

UNSAFE SITUATIONS

In the event that our team feels uncomfortable or unsafe for any reason while on your property, we reserve the right to leave the premises. In such cases, you may be charged for the full service. Additionally, we reserve the right to cancel any future services.

PAYMENT OPTIONS AND POLICIES

At Not Today Martha, LLC, we offer various forms of payment for your convenience, including check and electronic payment options such as credit cards, debit cards, or ACH through Bill.com. Tips can be paid in cash or via Cash App.

BILLING PROCEDURES

One-Time Services / Non-Recurring Services:

- For one-time or non-recurring services, you will be billed post-service, upon completion of the service.

Recurring Services - First Month (and Second Month for Monthly Recurring):

- For the initial month of recurring services (and the second month for monthly recurring services), you will be billed post-service, once the service is completed.

Recurring Services - After First Month:

- For recurring services after the first month, you will be billed prior to the upcoming month's service. Invoices are always due on the 1st of the month for services scheduled for that month. We provide a grace period of 6 days. After this period, you will be subject to a \$15.00 fee per week for each week your invoice remains past due.

Your adherence to these payment and billing procedures ensures smooth transactions and continued service provision.

RECURRING CLIENT NOTICE

When setting up recurring services with Not Today Martha, LLC, we require an initial deep clean to ensure that your home meets our high standards of cleanliness. This deep cleaning service is priced at \$75.00 per hour, and you will only be billed for the actual hours it takes to complete the cleaning. The initial deep clean will always be conducted by a minimum of two cleaners. This service allows us to establish and maintain the Not Today Martha standard of cleanliness for your home in future service visits.

- **We may add a quarterly deep clean for recurring clients if the service occurrence is less than bi-weekly** (i.e., tri-weekly or monthly, etc.). This will be added to supplement your recurring cleans in maintaining our standard.
- **Please note** – this is for recurring clients, and not for one time service needs.

NOT TODAY MARTHA, LLC - ADDITIONAL INFORMATION

In our commitment to ensuring your satisfaction and adapting to your evolving needs, Not Today Martha, LLC reserves the right to re-evaluate service requirements and rates at any given time.

Should you wish to request changes to your services, we welcome your input. Upon receiving your request, we will conduct a reassessment, and rates may be subject to adjustment accordingly.

These measures enable us to continually provide you with the highest quality of service tailored to your preferences and requirements.