



## The Green Choice

The Healthy Way to Clean Your Place

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# Service Manual

The Green Choice is a natural cleaning company. Our mission is to provide expert service that is safe for you, your family, and our environment. Our goal is to create a cleaner and greener world, one room at a time.

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## I. General Information

The Green Choice, LLC is locally-owned, operated, and fully bonded, and insured in Northern Virginia, Washington, DC, and Maryland. It pays all state and federal taxes including income taxes and payroll taxes.

We are committed to provide the best quality cleaning and maid services. Keeping your house and office healthy and green by using organic, eco-friendly green cleaning products and will do everything possible to ensure our client's enjoyment of our services.

## II. Confidentiality and Security

We understand that many new clients will be uncomfortable, at least initially, about someone having a set of keys to their home. The Green Choice stores client's house keys in a safety box with a key lock (although nothing is 100% fireproof, our model will withstand very high temperatures). The only people who have access to these keys are the owners of the company.

The Green Choice also hold client's email and residential addresses, telephone numbers, and profile in complete confidentiality, and will never share this information with anyone. We know that the last thing clients want is to be bombarded with e-mails and telephone solicitors.

Since your needs are our priority, we'll strive to earn and keep the trust you give to us when you chose The Green Choice as your cleaning provider.

### III. Services

In addition to regular home and office cleaning, The Green Choice offers after party cleaning, spring cleaning, moving in and out, carpet cleaning, pressure washing, and construction clean-up. Commercial Services: offices buildings, condo association common areas, apartment buildings, doctor/dentist suites, community organizations, all small to medium sizes complexes.

The Green Choice does not:

- Provide service during the summer months to homes/offices without adequate air-conditioning;
- Provide service during the winter months to homes/offices without adequate heating, water and/or electricity;
- Provide services other than housecleaning (please feel free to inquire about referrals for vendors of others services);
- Operate washing machines, dryers, stoves, trash compactors, or other electric, gas, or kerosene appliances;
- Operate your motor vehicle;
- Throw circuit breakers or replace fuses;
- Let in service people such as water meter readers, UPS drivers, and so forth; or
- Access your phone or answering machine.

### IV. Safety and Insurance Coverage

It is important to us that your home and all the contents are protected, and that our customers feel safe and secure using our service and insurance is part of this.

We treat your home with the greatest care and respect; however, should damage or breakage occur while we are cleaning your home, we will make every effort to have the item repaired, or replaced if it cannot be repaired. We are fully insured and bonded, so we will file insurance claims if it is appropriate.

### V. Policies

- Office hours - Monday through Friday from 9:00 am to 5:00 pm
- Cleaning hours - Monday through Friday from 8:00 am to 4:00 pm  
Saturday service is limited and available upon request.
- Service Area: DC metro area
- Arrival time will fluctuate based on traffic, weather conditions, seasonal volume and other uncontrollable events. 1 hour window required for appointment start times.
- Service time billed from arrival of staff and rounded to nearest 15 minutes.

- Cancellation or Change: It is responsibility of the client to cancel or change cleaning time 15 hours prior cleaning to scheduled services. If the cancellation is less than 15 hours we will charge a \$45 fee to help recover costs lost.
- Payment: Due at time of service. We accept cash, checks, PayPal or through your Bank Payment Center.
- Late payment: There is a \$15 charge for payments received more than fifteen days after the date of service.
- Returned checks: There is a \$25 fee for any returned check.
- Our Guarantee: Our work is 100% guaranteed. We re-clean any unsatisfactory areas at no additional charge, usually the same or next day, but we ask that the client let us know within 24 hours of the service. If the re-cleaning cannot satisfy you, a refund will be offered in most instances and the relationship will be permanently terminated.
- Holidays (no service): New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day. The Green Choice works on some federal holidays. You may expect our arrival if your cleaning date is scheduled on any holiday except those stated above.

## VI. Rates

Quoted prices are based on the average home size and basic cleaning needs, and on the amount of time we spend cleaning. We all have unique lifestyles and our homes may require varying degrees of love and attention. Whether it is once a month, twice a week, or each week, our staff takes great care and love to make each visit as special as our first.

We will custom quote a price for your home based on frequency of visits and your personal preferences. You can always purchase additional time on job site based on the cleaning needed at the time of schedule service.

In order to maintain our consistent level of services for every client, we appreciate it if you can inform us, up front, if you know we will need to spend more time in your home. We can extend your service or focus on specific areas based on your priorities.

## VII. Cleaning Products

We proudly use cleaning products which are known for their high quality and commitment to the environment. They are all natural, not tested on animals, non-toxic, hypoallergenic, no volatile organic compounds and biodegradable. We use Vacuum cleaners with High-Efficiency Particulate Air or HEPA filters. We use cloth that is not synthetic fabric, but with microscopic fibers. The cloths, sponges, mops and dusters we use on your home/office are all made of this microfiber. Microfiber cloths have a tremendous ability to absorb germs and bacteria, and are made from minimal amounts of fabric per square inch, are extremely soft and safe for furniture, and also use static energy to absorb dust and other particles. We generally like to use our vacuum and cleaning supplies, unless you prefer otherwise.

## VIII. Safe for the Environment, Family and Pets

We aim to eliminate the health and environmental risks associated with cleaning and we ensure a safe, risk-free environment for you, your family and your pets. Our crew works carefully around house pets. However, if you would like to give us specific instructions regarding your pet, please let us know prior to your service visit.



Some benefits of a well-designed green cleaning program can include:

- Improved productivity and morale of building/house occupants
- Improved health of structure/house occupants, which helps reduce sick days
- Recognition in the community for reducing resource usage and pollution
- Reduce liability from worker safety issues
- Reduce costs when it comes time to properly reduce the amount of solid waste generated; reduce consumption of energy and natural resources; and expand markets for green products and services dispose of any leftover cleaners.
- Also important is the impact on cleaning personnel who have longer-term exposures at higher concentrations to chemical cleaning products. This exposure can sometimes lead to serious chronic illnesses such as cancer, and neurological or reproductive disorders.

According to EPA, indoor levels of pollutants may be two to five times and occasionally more than 100 times, higher than outdoor levels. Levels of indoor air pollutants may be of particular concern because most people spend about 90 percent of their time indoors.