

Customer Terms & Conditions

These terms are between Everpine Cleaning LLC, a Colorado limited liability company (Everpine), and the customer who authorizes the service. They apply with your confirmed booking details and agreed checklist. Your confirmation identifies the service, property, appointment, frequency, included tasks, selected extras and total. A specialty inquiry alone does not book a visit or authorize a charge. Contact Ryan Valles at (719) 285-9451 or ryan@everpinecleaning.com.

Customer name**Phone****Email****Service address, unit, city & ZIP****Service type****First visit date & arrival window****Frequency expressly selected (or one-time)****Booking / checklist reference****First visit total (\$)****Later visit total (\$), if applicable****Additional scope / instructions (attach checklist if needed)**

1. What we will clean

Everpine will complete the agreed service with reasonable care and remains your contact for service concerns, including work performed by assigned contractors. The inclusions shown for your selected service at booking are part of the agreement. We do not charge again for work already included.

Standard Cleaning includes accessible kitchen and bathroom surfaces, appliance exteriors, a normal microwave-interior wipe, reachable dusting, light dusting of reachable blinds and baseboards, vacuuming, mopping, ordinary loose pet hair, household trash and straightening beds with existing bedding.

Deep Cleaning includes Standard plus oven and microwave interiors, hand-washed reachable baseboards and door frames, reachable vents, detailed kitchen and bathroom surfaces, and reachable interior window glass, sills and tracks. Normal deep-clean buildup is included. Refrigerator and cabinet interiors remain optional unless selected.

Move-in / Move-out Cleaning includes Deep plus empty refrigerator, cabinet and drawer interiors, closets, window tracks and an accessible garage-floor sweep. Belongings must be removed, the relevant interiors emptied, and utilities on. Cleaning does not guarantee a deposit return or a landlord, buyer or military inspection result.

Airbnb Turnover is \$0.10 per sq ft plus \$25 per bed change, with a \$125 minimum total. Bed changes include on-site bedding wash, dry and remaking. Woodland Park adds \$40 per visit; Divide adds \$75. The turnover includes kitchens and bathrooms, fridge, oven and microwave interiors, dishes, towel laundry, grill cleaning, host-supplied restocking, floors, trash, guest reset and completion photos with permission. Share bed counts, checkout/check-in times, laundry setup and access instructions when arranging service.

Commercial / Office Cleaning includes the booked routine restrooms, breakroom surfaces and microwave, clear desks, reachable dusting including light blind dusting, high-touch surfaces, floors, trash to on-site bins, entrance-glass spot cleaning and refilling client-provided supplies. Specialty facilities and restoration require an agreed scope. Organizing is a separately booked session measured in total labor hours across all cleaners; purchases, hauling and extra time require approval.

Detailed blind wiping, exterior or high-access windows, screens, restoration, construction residue and other specialty tasks are not part of routine packages unless expressly agreed and safely supported. Permanent stains and worn surfaces may not be restorable by cleaning. Routine size and workload limits are shown before booking; larger or unusual jobs need a specialty quote.

2. Price, payment & refunds

Full payment must be successfully received before cleaning begins. Your invoice or payment request states the amount and due time. For visits booked in advance, our intended payment-request timing is about 24 hours before the appointment; short-notice requests are issued promptly. If a request reaches you late, we will agree on a practical payment time before work starts. A saved card, card hold, invoice or booking confirmation alone is not proof of payment. If payment fails or remains unpaid, we will contact you and pause or reschedule the service until payment is resolved.

The confirmed total includes the booked service, approved extras and applicable taxes. Routine prices are per visit, not per month. Bedroom and bathroom details help us plan and do not create an undisclosed room fee. Extra work, unexpected conditions and price increases require your approval by text, email or another written agreement before proceeding. You may decline added work. We will agree on any reduced scope and price, or refund unperformed work subject only to an applicable section 3 fee.

Saved-card and automatic charges require separate, clear authorization identifying the amount or agreed calculation and charge timing. Accepting these terms alone does not authorize an undisclosed charge. Tips are optional. No automatic tip, undisclosed processing surcharge, or duplicate invoice and booking charge applies.

If a paid visit is canceled, we refund the unperformed service, less only an applicable section 3 fee. If you reschedule, a payment may be transferred with your agreement. Overpayments and agreed refunds go back to the original payment method where possible; bank processing time can vary. We do not keep the full service payment merely because a customer cancels.

3. Appointments & cancellations

Please give at least 24 hours' notice to cancel or reschedule. For shorter notice, or no access after a 15-minute wait and an attempt to contact you, a fee may cover reasonable, unrecovered reserved-time costs up to \$50 or the booked price, whichever is lower. It is not an automatic \$50 penalty. No fee applies if the slot is refilled or cancellation is due to an emergency or unsafe weather. No duplicate cancellation and no-access fees apply to the same missed visit.

You can cancel through your BookingKoala customer account, or by phone, text or email using our contact details. Your notice counts when submitted or received; it does not depend on us approving the request. If Everpine cancels, there is no fee and any prepayment is refunded or rescheduled at your choice. We will promptly communicate material arrival delays and work with you on a practical alternative.

4. Safe access & preparation

You confirm authority to authorize entry and cleaning at the property. You authorize Everpine's assigned cleaners to enter during the agreed appointment. Provide safe access, water and electricity; secure pets, valuables and fragile items. Clear the surfaces and areas included in the service. Tell us about allergies, delicate finishes, loose fixtures, existing damage and special product instructions. We will respect agreed surface and product restrictions or explain if a task cannot be completed safely.

Share keys and access codes privately, not in public messages. Everpine will safeguard them, use them only for authorized service, and return keys when service ends. For rentals and commercial properties, arrange authorized access and the agreed cleaning window; disclose relevant building rules and restricted areas.

5. Work limits & safety

Routine cleaning excludes mold or asbestos remediation, bodily fluids, infestations, needles, unsafe heights, and moving heavy furniture or appliances. Hazardous or regulated work requires appropriate specialist arrangements and may be declined. Cleaners may stop unsafe work and will contact you. Both parties and everyone on site must treat each other respectfully; threats, harassment and unsafe conduct are grounds to stop a visit.

For a partly completed visit, you pay only for the agreed work completed and any applicable section 3 fee; we will document the completed portion and refund the unperformed balance. We will not add an undisclosed hazard, condition or extra-time charge.

6. If something was missed

Report missed or poorly completed agreed tasks within 48 hours for a free touch-up at a mutually workable time. Please describe the concern and provide reasonable access to correct it. If we cannot reasonably correct the issue, we will agree on an appropriate refund for the affected work. New mess, tasks not included in the booking and permanent damage or wear are outside this touch-up promise. The 48-hour guarantee does not shorten any legal claim period or remove other legal remedies.

7. Damage & privacy

Both parties will promptly report damage or loss and help document it. Everpine will address damage caused by its cleaners' negligence through reasonable repair, replacement at fair value or insurance where covered. We are not responsible for existing damage or ordinary wear unless we worsen it. Each party remains responsible for losses caused by its own negligence or misconduct; neither party waives rights relating to negligence, intentional misconduct or rights that cannot legally be waived.

We use booking and contact information to arrange and deliver service, handle payment and resolve concerns. Access details are shared only as needed with assigned personnel. Photos require your permission and are limited to the agreed service purpose; avoid people, documents and sensitive belongings. Airbnb completion photos are provided only with permission. Marketing use of photos or customer information requires separate consent. Accepting service terms does not subscribe you to marketing.

8. Future visits, agreement & your rights

These terms cover this visit and later visits you expressly book or authorize. A one-time booking or acceptance of these terms does not enroll you in recurring service. If you deliberately select a recurring frequency, you authorize appointments at that frequency until you cancel; the first-visit and later-visit prices must be shown before you confirm. There is no minimum term. Payment authorization is handled separately under section 2. Standard recurring discounts begin with visit two and exclude extras; other services use their displayed per-visit prices.

Either party may end future service. Customers may cancel a single visit or the entire recurring series online through their BookingKoala account, or contact us by phone, text or email. There is no fee for ending the series itself; section 3 applies only to affected confirmed appointments. Canceling future service ends authorization for future service charges. We will not collect for canceled future visits except a properly applicable, disclosed section 3 fee.

Checking the required online agreement box with intent to agree, or signing the customer agreement, records your acceptance of these terms and the confirmed booking details. Everpine accepts when it confirms the service. Retain a copy with your confirmation. Separate written scope or payment arrangements control only where both parties specifically agree; existing accepted bookings are not changed retroactively by a website update. Changes to agreed terms or prices require both parties' written agreement.

Colorado law applies, subject to mandatory applicable law. Contact us first if there is a concern so we can try to resolve it promptly. Neither party is required to give up small-claims court, other legal remedies or nonwaivable consumer rights. There is no mandatory arbitration, class-action waiver or shortened legal claim deadline in these terms. If one provision cannot be enforced, the remaining provisions continue to the extent permitted by law.

Agreement & signatures

For a paper or separately signed booking, both parties sign below after the booking details are completed. For online bookings, the required agreement checkbox can record acceptance; a second signature is not required by these terms. Saved-card authorization, if requested, is separate.

Customer signature (type or sign)

Date

For Everpine Cleaning LLC - name, title & signature

Date