



RED HOT CLEANING SERVICES CC

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Terms & Conditions

- ❖ Placement fee for full time/live in helpers is 10% of the helper's annual salary and is payable upon commencement of duties by the helper.
- ❖ Placement fees are covered by a 3-month warranty. If client is not happy with helper **Red Hot Maids** undertakes to replace the helper within 14days of receiving a request in writing.

- ❖ All **Red Hot Maids** helpers are employed by Red Hot Maids and have signed a restraint of trade agreement meaning no client may go into private arrangements with helpers introduced by **Red Hot Maids** without having gone through the proper placement procedure.

Should such an incident occur the client will be liable for R4500.00 fine to cover training costs and placement fees

- ❖ All our bookings are confirmed by payment and we do not send out maids /teams without receiving payment
- ❖ **Red Hot** cleaners do work under client's instructions, except for team bookings client to provide cleaning material and all household equipment for use by the helper
- ❖ Please keep in mind **Red Hot Maids** sells time not the job, so it is important to have a plan for your needs so that when the domestic house cleaner comes to your property, their time is spent efficiently to save you money and still provide the high quality service that we always want to provide for every client
- ❖ **Red Hot Maids** has a 48hour cancellation policy out of respect for our helpers. In terms of this policy client is required to give 48hours notice if there won't be access to premises on the agreed day to avoid late cancellation or lock out charges.

Client will be responsible for full payment if **Red Hot** helper comes to client on the arranged date & access is not available. We value our clients as much as we value our employees and we trust they respect this policy.

- ❖ Client can offer **Red Hot Maids** food at their own goodwill otherwise they carry with them food to sustain them during the day.
- ❖ For your convenience **Red Hot Maids** is at your service Mon –Saturday except on public holidays.
- ❖ We ask that clients restrict pets from the areas that need to be cleaned to allow the helpers to work more effectively. **Red Hot Maids** do not baby sit any pets and take no responsibility of any safekeeping of pets

- ❖ Whilst every step is made to ensure that the helper we offer you is honest, competent and does not have a history of theft or clumsiness, accidents do occur. Red **Hot Maids** does not accept liability for any theft allegations, loss or damage to your property. We also ask that the clients lock away valuables to avoid temptation.
- ❖ The maids are dropped off at the clients' home /office for 8 hours, inclusive of a 30-minute lunch break. The maid will work NO overtime so as not to upset our driver's picking up roaster.
- ❖ If the regular maid allocated to you initially should either be absent without notification, ill on the day or if disciplinary action has been taken against her another maid will replace her immediately without prior notice to the client. No service will be cancelled or postponed if the maid that the client specifically requested does not arrive for work on the client's scheduled day. Please note that the service agreement is between client and the company and NOT between client and specific maid
- ❖ Please note that we cannot guarantee a specific drop off time as we work on a route and roaster. We start dropping off as early as 0540 and proceed on the route leaving one place for the next our cut off time in the mornings is 0930 and client may be 1st or last on the list. Collection of the maids proceed on the same order to maintain the 8-hour service guarantee
- ❖ To offer our clients a peace of mind all our helpers come smart in uniform, the client has permission to do body or bag search before helper leaves client's premises.
- ❖ At **Red Hot Maids** we offer value for money to all our clients, we are not the most expensive in the industry neither are we the cheapest, we take pride in our quality, experienced helpers that strive to do the right job.