



CLEANING GENIES

Terms of Use - Privacy Policy

TERMS AND CONDITIONS

By entering into this indirect inclusion agreement with the company, you automatically agree to all the terms of service listed below.

GENERAL DEFINITIONS

For the purposes of the execution of these TERMS AND CONDITIONS, the following definitions will apply to all services offered by the company.

Cleaning Genies invites you to carefully read the clauses listed below, which establish the parameters for the provision of the services offered by the company and the subsequent contractual relationship that may arise.

Disclaimer

Cleaning Genies is a cleaning company whose main function is to provide cleaning services to homes (residential) and commercial properties (Airbnb, offices, restaurants, monasteries, aquariums, museums), which strives to provide a high quality service and ensure customer satisfaction, however, it is important to keep in mind the following:

CLAUSE ONE: DEFINITIONS

For the purposes of the execution and understanding of this agreement, the following definitions shall apply.

Service channels: This is understood as any means used by the company so that users or clients can learn about or acquire the services offered, as well as to communicate with it, which may be computerized, technological, virtual or physical, such as the web portal.

cleaninggenies.co/, the contact number (860) 245-9650, the corporate emails published on the web portal, the mobile applications offered to the public, as well as any other contact information listed on the corporate web portal and that allows establishing a communication channel with the client or user.

Customer: It is the natural or legal person who acquires the services offered by the company through any of the established channels, hence it has the powers of quotation, reservation, payment, cancellation, modification and/or any other action available on the provision of the service.

Company: For the purposes of this document it is **Celaning Genies** in its capacity as a legal entity responsible for providing the service offered through the different established channels.

Service satisfaction survey: The client may submit a rating and evaluation of the service provided and rendered by the company. Through the virtual channel of Google Maps **Booking form:** Document through which the client may reserve one or more services from the portfolio offered by the company, through any of the service channels, in the

which all personal data are recorded, in addition to those necessary for the provision of the service.

Maintenance operator: This is the employee provided by the company, who is responsible for the material provision of the service contracted by the client. It is understood that as an employee, he/she will only have a relationship of subordination and dependence with the company, which will be responsible for the costs generated by the existing employment relationship.

Portfolio: These are the different services that the company has available to its clients, which address different execution modalities and rates.

Service rates: These are the nominal values for each of the services offered in the company's portfolio and which must be paid by the client in accordance with the parameters established by the company. These rates may include values corresponding to tax charges, which will be assumed by the party to the commercial relationship that the law defines.

CLAUSE TWO: **MODIFICATIONS TO THE CORPORATE WEB PORTAL**

In the event of total or partial cancellation of the corporate web portal, the rights and obligations acquired as a result of the use of the services offered will be maintained, supported by the terms and conditions existing at the time of acquisition.

It is not possible to copy, reproduce, transmit, distribute or create material from the information registered on the portal without the express authorization of Cleaning Genies.

Pursuant to the above, the client and/or user is requested to consult in advance any actions regarding which he/she is not sure that they may constitute a violation, abuse or misuse of intellectual property rights, to the address clean@cleaninggenies.co

CLAUSE THREE: **SCOPE OF SERVICE**

Cleaning Genies, through its various service channels (including its corporate website), offers comprehensive cleaning and janitorial services for homes in regards to general cleaning and care for household members, clarifying that this is not a nursing or daycare service. It also offers comprehensive cleaning and janitorial services for offices, commercial establishments, business and industrial locations and residential complexes, employing the best human capital for these two modalities, not only in terms of their technical training to provide the service, but also in terms of their moral and personal qualities.

Additionally, the staff that provides our services is subjected to a rigorous selection and training process, and their employment relationship is made directly with the company so that the client can have peace of mind that the service provided is of quality, which avoids the concerns that arise from hiring directly.

CLAUSE FOUR: **SERVICE DEFINITION**

Comprehensive cleaning and hygiene: It refers to the performance of tasks such as making beds, sweeping, mopping, vacuuming, dusting, washing floors, bathrooms, kitchen, internal areas of

general housing, washing and cleaning kitchen utensils. In the commercial and corporate sector, cleaning tasks extend to cleaning work spaces, bathrooms, kitchenettes, floors and all internal areas of the facilities in general.

None of these tasks may be carried out in the form of work at heights or under conditions that put the integrity of the maintenance operator at risk.

FIFTH CLAUSE:PROHIBITED ACTIVITIES FOR THE MAINTENANCE OPERATOR Although our aim is to provide a service that covers your needs regarding the internal maintenance of your home, office and/or company, these will be limited to what is stipulated in Clause Four.

The only activities that are authorized to be carried out during the provision of the service are those described in Clause Four, below are the exclusions of the maintenance operators:

Care of minors, elderly people, or people who are sick, incapacitated, or unable to care for themselves.

- Giving medicines to people or animals
- Make purchases in person or virtually.
- Pay bills of any kind physically or virtually.
- Receipt of correspondence and/or parcels
- Manage keys to the facilities where you provide your services.
- Allow or authorize the entry of people outside the facilities.
- Answer landline or cell phones on the premises.
- Access or operate computer equipment.
- When handling substances that may affect your safety, if they are elements to carry out work, they must be used with the necessary safety implements.
- Cleaning of facades or glass at heights greater than 1.60 meters from the floor
- Lift loads above the following weight and height; either
 - Women at chest level: 25 kg.
 - either Women at floor level: 12.5 kg.
- Receiving money, jewelry, cards or in general any goods from the client or their family members or employees.

SIXTH CLAUSE:SERVICE RESERVATION

A reservation is the client's option to reserve one or more services. To make such a reservation, the client must fill out the form for this purpose in full, which can be accessed through the different customer service channels, such as the corporate web portal, the customer service telephone line or by email.

By completing and delivering and/or sending said form, the client will receive confirmation of the service via email and/or text message, which will include information on the date and time for the provision of the service.

Making a reservation does not imply the materialization of the provision of the service, since it is subject to payment for the service and availability.

SEVENTH CLAUSE: **VALUE OF SERVICES**

The costs of the services are registered on the web portal, and can also be consulted through the different customer service channels. By reserving the service, the client declares that he/she has known the total values that will be charged for it, and this value will also be confirmed to the client through his/her purchase order at the time of reserving the service.

Prices may be modified by Cleaning Genies unilaterally without the need to notify users and/or clients. These prices will be effective from the publication of the new rates for the current year.

For clients requesting the Deep Cleaning service for the first time, payment for the services must be made on the same day and payment may be made in cash or by check, whichever is most convenient for the client.

Arrears of more than 8 days will result in the immediate interruption of scheduled services, which will resume until payments are up to date.

Cleaning Genies and the client may agree on other payment methods, but for these to be valid they must be in writing and signed by the client and the person designated by the company for this purpose.

EIGHTH CLAUSE: **CANCELLATION AND MODIFICATIONS TO THE SERVICE**

The service may present cancellations and/or modifications, which may occur at any of its stages, whether reservation, confirmation or execution, for which the following conditions will be taken into account:

On the client side: You may cancel your reservation or the service itself, as well as modify the scope at any time. If you do so within the next twenty-four (24) hours before the start of the service, the cancellation or modification will not have any cost. If you cancel on the same day of the service or at the time the cleaners are on site, there will be a penalty of \$40 dollars.

On behalf of Cleaning Genies: You may modify or cancel one or more services booked by the client at any time before the start of the service, however,

must inform said decision in writing, either via email or the predetermined messaging system, using the client's email or phone number as support. When the service is cancelled by Cleaning Genies, the client may choose to request rescheduling.

The cancellation of the service by Cleaning Genies may occur due to external reasons that temporarily prevent the provision of the service such as:

- Weather issues, tropical storms, previously reported by the local weather system.
- Maintenance worker who is in a state of health unfit to provide the service.
- Demonstration or strike on public roads, which prevents the passage of vehicles on the road, or a curfew is declared.
- Days of celebration or civic days, days that are classified as holidays.

CLAUSE NINE:QUALITY GUARANTEE

Cleaning Genies is committed to providing its services under the highest quality standards, in terms of personnel and the elements it supplies, always seeking customer satisfaction.

Therefore, it provides you with a series of channels that will allow you to file the respective PQRS, such as the corporate web channel at www.cleaninggenies.co; the contact email clean@cleaninggenies.co ; and the contact phone number: (860) 245-9650.

Through any of these means, the client can process and complete the service rating survey and/or the complaint form.

TENTH CLAUSE:CLAIM PROCESS

In the event of dissatisfaction with the service provided, a claim must be submitted in the form provided for this purpose, which can be accessed through any of the communication channels established by the Company.

In case of a claim, it must be submitted within two (2) business days following the termination of the service, or the occurrence of the event.

The respective form must be completed in its entirety and must include a summary of the facts and the reasons on which the claim is based. In the case of an event that has caused some type of economic damage, the value must be estimated and supporting evidence must be provided.

Cleaning Genies will have up to five (5) business days to carry out the investigation of the facts on which the claim is based; if necessary, this period may be extended to three (3) additional business days, which will be notified to the client by any means provided in the form prior to compliance with the first term indicated. After this period, a report will be submitted on the analysis of the facts and the findings of the investigation.

If the claim is justified, the customer may choose any of the following options in order to remedy the non-compliance:

- Offer a new service, which will be subject to the company's availability through the schedule it has available.
- Proceed to discount the amount charged for the service on the monthly bill or to refund the amount already paid.

In the event of a refund, this will be made by bank deposit, to the account that the client indicates in the claim form. This value will be recognized within the following 48 hours after the recognition of the refund, however, the transactional cost and the terms and times of the refund will be subject to the conditions imposed by the banking entity.

ELEVENTH CLAUSE: BILLING PROCESS

It is the process by which Cleaning Genies makes the formal request for payment to be made for the services provided to the client. The client will be notified by email or text message.

TWELFTH CLAUSE: CUSTOMER AND/OR USER DUTIES

These include those already mentioned explicitly or implicitly in this document, in addition to the following:

- Provide respectful treatment to maintenance workers, as well as other Cleaning Genies employees.
- The client is responsible for providing the Cleaning Genies with the keys, access codes or other means necessary to access the Property.
- Cleaning Genies is not responsible for any damage to the Property not caused by the cleaners.
- Do not have firearms or explosives in your home, and if you do have them, they must have the respective permits and be under special custody.
- Do not commit illicit, obscene or sexual acts against the personnel placed at your disposal.
- Do not extend the customer service hours beyond the contracted time.

- Do not make proposals or insinuations towards the maintenance operator that are aimed at carrying out illegal conduct or that violate morality and good customs.
- The client must ensure that the pets do not interrupt the work of the cleaners, ensuring their physical integrity and that of the cleaners.
- Maintain conditions at the site where the service is provided optimal for the provision of the service, taking into account risk mitigation, as well as the implementation of an emergency plan and minimum safety elements, such as fire extinguishers and first aid kits.
- Provide clear, truthful, precise, correct and up-to-date information throughout the business relationship.
- Make appropriate use of the corporate web portal, as well as the other customer service channels made available to you.
- In the event of an accident at work or of any other nature that puts the life and integrity of the maintenance operator at risk, he/she is obliged to immediately inform the Cleaning Genies company through the established service channels, always considering the most optimal and agile for communication.
- Any breach of the client's duties will result in liability for any damages that his or her action or omission may cause.

THIRTEENTH CLAUSE:COMPANY RESPONSIBILITIES

In addition to the obligations set forth in this document, whether implicitly or explicitly, Cleaning Genies undertakes the following:

- The personnel employed to provide the service are workers linked by a direct employment contract, meaning that the execution of the contracts and their terms will be discussed exclusively with the worker.
- The staff that performs the cleaning work has and handles a confidentiality clause.

By accepting the general terms and commercial conditions of the service, the user and/or client gives their prior, express and informed consent so that through the Cleaning Genies web portal.