

# My Cleaning Club

## Terms and Conditions

Welcome and thank you for joining us!

We are excited to work together with you in providing your cleaning needs.

Below are some general guidelines regarding our policies:

### The Cleaning Appointment

1. Please provide a written prioritized cleaning list to the worker. For your appointment, we strongly recommend preparing a written prioritized cleaning list. It's not enough for the worker to get verbal instruction. A written list helps him or her pace himself, remember your priorities and significantly reduces miscommunication. It also helps him work faster and is completely to your benefit. We have a template available for your reference - just ask. For your convenience, we offer you the option to email us the list in advance so the worker can review it prior to arriving at your door. **The satisfaction guarantee we provide is contingent on supplying a written cleaning list to the worker(s).**
2. The client is responsible to provide the cleaning supplies unless otherwise noted. We suggest having the cleaning materials (broom, sponja stick, floor rags, hand rags, cleaning agents, gloves, bucket, etc.) all together and ready to go, when your worker arrives.
3. We make every effort for the workers to arrive on time. Please have the list and the cleaning supplies ready for them when they arrive. If the worker came on time but was not able to enter, we might charge for that time as well. Each case will be considered individually.
4. **For the satisfaction guarantee to be in effect, it is the client's responsibility to do a walk-through and assess the job was completed to his/her satisfaction, prior to the worker leaving the premises.**
5. In case of any schedule changes, we will be in touch with you closer to the time.
6. **Sometimes the cleaners run late, so please contact us if they still haven't shown up once 30 minutes or more have elapsed after the appointment start time.**
7. We try our best to prevent no-shows. If your worker doesn't show up at all, let us know so we can offer you a 1/2 hour free on your next appointment to compensate for the inconvenience.

### General Policies

1. The agency fees change from time to time so if you take a break from our service and then resume, be sure to check the current rate.
2. Cancellation policy: Year-round: Minimum 24 hours notice. Sukkot and Pesach: Minimum 2 weeks notice. Fee will not be refunded if cancelled within that time frame. With minimum notice, the agency fee will be refunded in full.
  - Please understand that when you book an appointment, that slot is reserved for you and another customer can't reserve it. When you cancel on short notice, the employee loses the opportunity to earn money for those hours they designated as work time, that another customer could have booked and paid for. Therefore, appointments canceled within the listed time frame from the appointment's scheduled start time need to pay the full amount. Additionally, if the employee made the trip to the clients house only to find out about the cancellation, travel fee must also be reimbursed to him /her.
3. If there is a need to reschedule your appointment, please try to do so in advance.

4. My Cleaning Club mediates between the client and worker. Please contact us to reach your worker.
- As the middleman between the client and the cleaner, we take extra measures to ensure a win /win situation as much as possible for the customer, the cleaner and us. Your privacy, convenience, preferences, etc. are all taken into account. Same goes for the employees' privacy, convenience and preferences.
  - **Q. How do you treat your cleaners and why would they want to work for you?**
  - **A.** We treat both our clients and our employees with respect and courtesy. We provide a job with benefits that many other companies can't beat: no Hebrew necessary, no previous experience necessary, free training, guaranteed consistent income even if a particular client discontinues the services, doing the leg work of finding the clients, guaranteeing their pay even if the client doesn't pay, all their legal benefits, and working close to home. While the hourly wage is less than what private cleaners are earning, the wages we offer are tops among what other cleaning companies offer their employees. Private cleaners might be earning more per hour than our employees but our employees have the option of earning more per month due to the volume of work and have a stable job on the books. What might be the biggest perk of working with our company is that the employees get to pick their work hours rather than having to fit into preset work shifts. In other words, we offer them a custom-built work schedule which sounds appealing to most people.
5. We operate on the honor system. My Cleaning Club employees are not available for private hire and soliciting their service outside of the company framework, while they are employed by My Cleaning Club or afterwards, is a breach of trust. Likewise, the employees are instructed not to accept or solicit private jobs directly from the customers. Please inform us of any such instances.
- **Q. What if I initially book through the agency and then choose to make arrangements privately with my assigned cleaner?**
  - **A.** The company policy prohibits making private arrangements with the company staff while they are employed with the company and for 12 months after their employment. If you would like to hire one of our cleaners, please contact us directly for scheduling. The cleaners are not available for private hire and this agreement extends for one year after a particular cleaner has ceased working for the company. Alternately, if a client wishes to employ the cleaner privately, the client can pay the company the amount of 2500 NIS upfront for the time, effort and resources for finding, training and employing the cleaner. In addition, the company can't provide the benefits or protection to the customer if they choose to make private arrangements with the cleaner. There are documented reports of cleaners being employed privately and then suing the clients for not paying their legal benefits. Beware! The courts in Israel lean in favor of the worker and many people have turned to using a cleaning service, such as My Cleaning Club, after having been sued by their private cleaners, sometimes paying them up 17,000 NIS for years of service. My Cleaning Club protects you against such lawsuits and other issues. If any of the cleaners have been found to be dishonest, even by making private arrangements with a client, it would be irresponsible for us to continue employing them or sending them to our other clients. In this case, they might keep the one client with whom they made private arrangements (and hopefully be trustworthy with that one client) but at the expense of being blacklisted from the rest of our clientele as well as other cleaning companies.
6. My Cleaning Club reserves the right to amend or modify these terms and conditions at any point.
7. Any monetary disputes will be resolved by consulting a Beit Din.
8. Under the basic payment plan, the agency is not responsible to pay the Bituach Leumi, pension, Keren Hishtalmut and other benefits for hiring domestic workers. It is your responsibility to set this up between you and your cleaner. By choosing that plan and going ahead with this booking, you agree to release the agency from this

responsibility. Under the premium plan, the agency handles all the legal matters. (The Basic payment plan is not open to tourists or others visiting Israel for short term.)

9. **Recurring appointments (for year-round clients):** You can choose to make a certain time slot a recurring appointment. To do so, first book 2 consecutive appointments for the same day and time, then specify in the comment section that you would like that to be your recurring time slot. All scheduling is done through the agency so please do not make private arrangements with your cleaner as it causes double-booking and confusion. If you have a recurring appointment and your regular cleaner can't make it one day, you have the option to request a substitute, who may/may not be at the same pay rate as your regular cleaner. It usually takes 2 visits to iron out the details between you and the worker. So if it doesn't go as expected the first time, we recommend a second try. We have several workers to choose from, so if it's not a good match with the worker assigned to your job, let us know so we can assign you someone else who might be a better fit.

## Payments

1. **The hourly rate does not include VAT or travel charge, unless otherwise noted.**
2. Advance payment is required to secure your appointment or it may be given to another customer.
3. To cover our costs, for every payment reminder that we send out past the due date we will add 20 shekels to the final bill.
4. If you do not know how much you owe please call/ email us directly rather than asking the worker.
5. If travel cost was not paid in advance to the agency, the round-trip travel cost needs to be paid directly to the worker by cash at the end of the cleaning appointment, calculated according to the payment with a kartisia/ Rav Kav.
6. If a customer opts for the basic plan but did not pay the cleaner for his/ her labor at the time of the appointment, the rate increases to the current rate of the premium plan.
7. You're not locked into any one plan for all your appointments, so you can choose one plan for one appointment and the other plan for another appointment.
8. For jobs outside of Jerusalem involving a commute longer than 20 minutes from Jerusalem CBS, the travel time is also charged.

## General Release of All Claims

We strongly suggest putting valuable items away during the cleaning appointment to prevent any accidental damage. This agreement releases My Cleaning Club from all liability relating to injuries or property damage that may occur during the cleaning appointment or on location.

## Note to Residential Clients

Unless your house will be completely empty during the cleaning, we require that another adult of the same gender as the worker (e.g. a male cleaner and another man in the house) will be present during the entire visit or will show up unexpectedly during the cleaning visit. If this is not possible, the front door needs to be left open.

## Holidays

1. We do not operate on the following holidays: Rosh Hashana, Yom Kippur, Purim, Yom Ha'atzmaut, Election Day, Shavuot, Tisha B' Av and a few other holidays. In some cases, it includes holiday eves. If you have an appointment scheduled for one of these days, please contact us to reschedule.
2. The three weeks preceding Pesach are booked very quickly. Please schedule an appointment well in advance to ensure you have the cleaning help that you need. The price for pre-Pesach cleaning and Sukkot cleaning is higher than the yearly rate and takes effect 3 weeks prior to Pesach. The clients who have recurring appointments with us year-round can lock in the lower rate for their recurring appointments, even during the 3 weeks before Pesach. New clients or current clients booking extra Pesach help, pay the higher rate.
3. Clients who have regular recurring appointments during the year, can expect to have the same person each time for the most part. During the three weeks before Pesach and during Sukkot we hire extra temporary man-power to compensate for the extra demand. These are workers who have gone through a background check and professional training with us although they do not work with us year round.

## Final Thoughts

Your satisfaction is important to us and we make it our top priority. If, at any point, you would like to see improvement, we are very eager to hear about it.

Additionally, word of mouth is how we thrive. If you refer another client to us (e.g., posting a positive review on Facebook, calling a friend, telling a neighbor, etc.) we will gladly apply a **30 NIS discount** on your next charge. Be sure they include your name.