# EXHIBIT A (1 of 2)

Recurrent Service Description and Our Policies

**Bathrooms**

- Scrub & Sanitize Shower Tile, Tubs *
- Scrub/Sanitize toilets
- Clean & Sanitize Sinks & Countertops
- Scrub/Clean Shower Glass Doors
- Wipe/Sanitize Door Knobs
- Vacuum & Mop Floor
- Clean Mirrors
- Clean/Sanitize/Polish-Dry Faucets
- Remove Trash

**Kitchen**

- Microwave Oven Inside/Out
- Stove top and Wall Splash Area
- Refrigerator Exterior
- Countertops & Appliances
- Scrub & Sanitize Sink
- Spot Clean Cabinets' Exterior
- Vacuum & Damp Mop Hard Floor
- Remove Trash

**Living Room/Dining Room**

- Vacuum Sofa Set (also under cushions)
- Wipe Clean Furniture, Chairs
- Clean Mirrors, Glass Surfaces
- Wipe Clean Flat Surfaces
- Wipe Clean Window Sills
- Vacuum Carpet/Vacuum & Damp Mop Hard Floors
- Dust Picture Frames

**Bedrooms**

- Make the Bed Δ
- Wipe Clean Flat Surfaces
- Wipe Clean Chairs
- Wipe Clean Window Sills
- Vacuum Soft Furniture
- Vacuum Carpet/Vacuum & Damp Mop Hard Floors
- Wipe/Sanitize Door Knobs
- Remove Trash

**Cleaning on Rotational Basis or As Needed**

Dust Light Fixtures, Dust Ceiling Fans †, Dust Baseboards, Dust Blinds, Up to 2 Windows (inside), Brush/Vacuum Air Vents †, Remove Cobwebs, Refrigerator Top, General Spot Cleaning: permanent or excessive spots/stains will prevent from removing all.

* We will use conventional mold-and-mildew-fighting products to treat moldy areas on the caulking surface and make reasonable efforts to remove them. Please note that caulking with embedded mold cannot be remediated and may need to be stripped and reapplied.

Δ We will make the bed or change bedsheets on no more than 2 beds whenever you leave out fresh bedsheets on or near the bed. Any additional bed made or sheets changed will incur an extra charge of $6.

† We can reach most ceiling fans and ceiling vents with an extendable duster or vacuum wand.

# **EXHIBIT A** (2 of 2)

PLEASE BE ADVISED

1. For insurance reasons: (1) We do not move furniture other than light chairs. If you wish for us to clean behind furniture or a large appliance, you may move it and we will be happy to clean behind it. (2) We do not use ladders. We may stand on no more than a step stool to reach higher.
2. Pets: As a general policy, we respectfully request that your pet (especially dogs) is secured while we are working in your home. If your pet is well-behaved towards our workers, we may relax this policy. For any questions, please contact management.
3. Cluttered surfaces will be left undisturbed. Reducing cluttered surfaces on your end will allow a more effective cleaning.
4. We are not responsible for washing dishes, doing laundry, nor cleaning pet bodily waste or fluids.
5. Any and all contents of a waste or recyclables receptacle that we come upon will be deemed discardable; we will not be liable for loss of any said contents.
6. Payment is due on the day of service. Late payments will incur daily late fees. Payment methods, procedures, late fees, convenience fees and discounts will be subject to our **Payments Notice** which we encourage you to read at www.hchpros.com/payments.
7. **Short-Notice Cancellation of a Service Visit:** We require two days' notice to cancel a service visit. If you cancel a service visit with less than two days' notice or if our workers arrive and are not granted access to your residence, you still will incur the full charge for the service visit. At our discretion, we may waive payment if we determine that there was a genuine emergency. *You may choose to reschedule* and we will try our best to accommodate you.
8. **Repeated Cancellations of Service Visits:** We understand that a recurrent service client may have a reasonable cause to cancel (skip) a service visit due to travel, scheduling conflict, etc. That said, when you have signed up for recurrent service at two-week or four-week intervals, our workers have a reasonable expectation of receiving a mostly consistent and dependable income. Repeatedly canceling service visits on the Client's part can negatively and unfairly impact our workers' livelihoods. Out of fairness to our workers, when the Client requests to cancel a service visit repeatedly, regardless of giving two days' notice, we may apply a 50% charge of the service visit on the third cancellation in a calendar year, and up to 100% charge of the service visit on the fourth and each additional cancellation in a calendar year. The same principle will apply to prepaid service in that we may choose to deduct said charges from the Client's balance. At our discretion, said charges may be waived if we determine that there was a genuine emergency. No said charges will apply if we originate the cancellation of a service visit.
9. Up-to-date information on all our services and policies is available on our website, www.hchpros.com, including Frequently Asked Questions (www.hchpros.com/faq). Feel free to contact Samuel for questions or concerns (email: samuel@hchpros.com; text/call 404 550 0509).

**HOME CLEAN HOME, LLC RESIDENTIAL CLEANING SERVICES AGREEMENT**

This Residential Cleaning Services Agreement ("Agreement") is made between _____ ("Client", "you", "your"), with a residential address at _____, and **Home Clean Home, LLC**, a Georgia Limited Liability Company ("HCH", "our, "we", "us"), with a principal place of business at 3142 Highway 278 NW Suite 224, Covington, Georgia 30014. For information on all our services, visit us at www.hchpros.com. For assistance with your questions or concerns, contact management (samuel@hchpros.com / m: 404-550-0509) or refer to our Frequently Asked Questions at www.hchpros.com/faq.

**ARTICLE 1. TERM OF AGREEMENT**

This Agreement will become effective when the parties sign and date below, and it will continue in effect until terminated as provided in this Agreement.

**ARTICLE 2. SERVICES TO BE PERFORMED BY HCH**

Specific Services

2.01. Subject to the terms and conditions of this Agreement, you agree to retain HCH to perform the services (collectively the "Services") on your behalf according to the attached **Exhibit A**. The Parties acknowledge and agree that during the term of the Agreement, the Services may be modified and/or expanded from time to time only upon written agreement by HCH's updating **Exhibit A**.

Method of Performing Services/Use of Employees and Independent Contractors

2.02. HCH has full discretion in its performance of the Services, and you acknowledge and agree that HCH may, at its own expense, use employees and independent contractors (based on the scope of the work) as it deems necessary to perform the Services required by HCH under this Agreement.

Status of HCH

2.03. HCH will remain an independent contractor while this Agreement is in effect and will pay for its own insurance as well as any taxes it incurs as a result of the compensation you pay HCH for Services under this Agreement.

**ARTICLE 3. COMPENSATION**

Compensation

In consideration for the Services HCH performs for you, you agree to pay HCH $_____ per service visit. Payments are to be made every ___ weeks on the day of service. Checks are to be made payable to *Home Clean Home, LLC* and mailed in accordance with HCH's Payments Notice. Digital payments will be subject to the following convenience fees: Zelle 1%; Venmo 2%; Cash App 2.75%; debit card, credit card, or PayPal 2.9%. Overdue payments will be subject to a late fee of $5.50 per every day of lateness and HCH will not schedule Services until the outstanding amount due is paid. At any time, payment methods, procedures, fees and discounts will be subject to our full and most up-to-date Payments Notice disclosed at www.hchpros.com/payments. In addition to any other right or remedy provided by law, if you fail to pay for Services when due, HCH has the option to treat such failure to pay as a material breach of this Agreement, and it may cancel this Agreement and/or seek legal remedies. Price is subject to change by

HCH as workload, transportation costs, material costs, or other circumstances change. However, if HCH determines that a price change is necessary, HCH will provide Client with advance notice in writing.

**ARTICLE 4. HCH's OBLIGATIONS**

Scheduling/Rescheduling

4.01. HCH will endeavor to work with you to provide Services on the same day and time for each visit. In the event that HCH needs to change the date and/or its arrival time, we will give you as much advance notice as possible. Should you need to reschedule or cancel Services, email samuel@hchpros.com or text 404-550-0509, and provide a minimum of two days' notice to HCH, who will do its best to accommodate you and reschedule, but there are no guarantees. Failure to provide a minimum of two days' notice will result in being charged for Services. HCH may waive the charge for Services if it determines that there was a genuine emergency.

Cleaning Products, Tools, Materials, and Equipment

4A.02. HCH will supply all cleaning products, tools, materials, and equipment required to perform the Services under this Agreement except HCH will use your trash bags. HCH primarily uses eco-friendly products and in situations involving mold, HCH will use products containing bleach. Should you choose to provide cleaning products or tools you are required to communicate this with HCH management in writing. Upon your consent, HCH will install a lockbox free of charge or provide you with a portable lockbox during the term of this Agreement. Otherwise, you must make alternative arrangements, such as hiding a key or providing HCH with an entry code.

HCH's Qualifications

4.03. HCH represents that it has the qualifications and skills necessary to perform the Services under this Agreement in a competent, professional and workmanlike manner.

Assignment

4.04. Neither this Agreement nor any duties or obligations under this Agreement may be assigned by HCH without your prior written consent.

**ARTICLE 5. YOUR OBLIGATIONS**

Cooperation of Client

5.01. You agree to comply with all reasonable requests of HCH and provide necessary access to your residence for HCH to provide Services under this Agreement.

Assignment

5.02. Neither this Agreement nor any duties or obligations under this agreement may be assigned by you at any time.

**ARTICLE 6. TERMINATION OF AGREEMENT**

Either you or HCH may terminate this Services Agreement at any time with written notice. No termination fee will be applied.

Expiration of Agreement

6.01. Unless otherwise terminated as provided in this Agreement, this Agreement will continue in effect unless terminated.

Termination on Occurrence of Stated Events

6.02. This Agreement will terminate automatically on the occurrence of any of the following events: (a) Bankruptcy or insolvency of either party.

(b) Sale of the business of HCH.

(c) Death of either party.

Termination for Default

6.03. If either party defaults in the performance of this Agreement or materially breaches any of its provisions, the non-breaching party may terminate this Agreement by giving written notification to the breaching party. Termination will take effect immediately on receipt of notice by the breaching party or five days after mailing of notice, whichever occurs first. For the purposes of this paragraph, material breach of this Agreement includes, but is not limited to, the following:

(a) Your failure to pay HCH any compensation due within 30 days after written demand for payment. (b) HCH's material breach of any representation or agreement contained in this Agreement.

(c) Your material breach of any representation or agreement contained in this Agreement.

**ARTICLE 7. NON-SOLICITATION/CONFIDENTIALITY**

Non-Solicitation

7.01. For a period of two years following the termination of this Agreement, you will not solicit or hire away any of HCH’s employees or contractors you became aware of as a result of HCH’s performing Services under this Agreement.

Confidentiality

7.02

HCH and its employees, independent contractors, agents, or representatives will not at any time in any manner, either directly or indirectly, use for the personal benefit of HCH, or divulge, disclose, or communicate in any manner, any information that is proprietary to you and will protect such information and treat it as confidential. This provision will continue to be effective after the termination of this Agreement.

**ARTICLE 8. GENERAL PROVISIONS**

Notices

8.01. Any notices required to be given under this Agreement either party to the other shall be in writing and shall be transmitted either by (i) electronic mail with written confirmation of acceptance, (ii) registered mail, (iii) certified mail,

return receipt requested, or (iv) overnight mail, addressed to the party to be notified at the above address or to such other address (or person) as such party shall specify in writing below or by like notice hereunder.

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Entire Agreement; Modifications

8.02. This Agreement supersedes any and all agreements, either oral or written, between the parties with respect to the rendering of Services by HCH for you and contains all of the representations, covenants, and agreements between the parties with respect to the rendering of those Services. Each party to this Agreement acknowledges that no representations, inducements, promises, or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not contained in this Agreement, and that no other agreement, statement, or promise not contained in this Agreement will be valid or binding. Any modification of this Agreement will be effective only if it is in a writing signed by an authorized representative of the party to be charged.

Partial Invalidity

8.03. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will continue in full force and effect without being impaired or invalidated in any way.

Arbitration

8.04. The Parties agree to use reasonable, good faith efforts to attempt to resolve, as promptly as possible, any and all disputes arising from this Agreement, but failing to amicable settle or resolve such disputes, both Parties agree that in the event that any disagreement should arise concerning this Agreement or the enforcement of the rights of either party (whether under this Agreement or imposed by law), then the Parties agree to waive trial by jury and agree that the exclusive method for resolution of any dispute shall be by arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The arbitration shall take place before a panel of three (3) arbitrators sitting in DeKalb County, Georgia. The language of the arbitration shall be English. The arbitrators will be bound to adjudicate all disputes in accordance with the laws of the State of Georgia. The decision of the arbitrators shall be in writing with written findings of fact and shall be final and binding on the parties. The winner of the arbitration shall be entitled to all costs, including reasonable attorney's fees. This section provides the sole recourse for the settlement of any disputes arising out of, in connection with, or related to this Agreement.

Attorneys' Fees

8.05. If either party incurs any legal fees associated with the enforcement of this Agreement or any rights under this Agreement, the prevailing party shall be entitled to recover its reasonable attorney's fees and any arbitration, mediation, or other litigation expenses from the other party.

Governing Law

8.06. This Agreement will be governed by and construed in accordance with the laws of the State Georgia, without regard to its conflicts of laws principles.

Force Majeure

8.07. No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement (except for any obligation to make payments to the other party hereunder), when and to the extent such failure or delay is caused by results from acts beyond the affected party's control, including, without limitation: (a) acts of God; (b), flood, fire, earthquake, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order or law; (e) action by any governmental authority; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances; and (h) shortage of adequate power or transportation facilities. The party suffering a Force Majeure Event shall give notice within three (3) days of the Force Majeure Event to the other party, stating the time the occurrence is expected to continue and shall use diligent efforts to end the failure or delay and ensure the effects of such Force Majeure Event are minimized.

Waiver; Rights Cumulative

8.08. No waiver of any term or right in this Agreement shall be effective unless in writing, signed by an authorized representative of the waiving party. The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or a change of such provision or impair the party's right to enforce such provision or any other provision of this Agreement. The rights and remedies of the parties shall be cumulative and not exclusive of any rights or remedies provided by law or equity.

Counterparts

8.09. This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original, but all of which together will constitute one and the same instrument, without necessity of production of the others.

Indemnity

8.10 Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective offices, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification provision will survive the termination of this Agreement.

In witness whereof the Parties hereto have executed this Agreement on the date(s) as set forth below.

| CLIENT | HOME CLEAN HOME, LLC |
| --- | --- |
| By: _____ | By: _____ |
| Name: _____ | Name: _____ |
| Date: _____ | Title: _____ |
| | Date: _____ |