



HOUSE RULES CLEANING SERVICE BVBA DUST BUNNIES

1. Accessibility

Lina-Roselina, is the responsible person of **BVBA Dust Bunnies**, she can be reached at the following telephone number: +32/0492 49 41 63 direct number. For information or requests, please contact her at the following days: - Monday, until Saturday from 9 a.m. to 9 p.m.

2. Purpose

The cleaning service BVBA Dust Bunnies aims to improve the living environment of the clients by providing assistance in the form of a spicy cleaning of the house with a sensually stimulating experience. Cleaning is carried out in lingerie, nude or in a special costume. The intention is to let the user enjoy: to have fun watching, but no touching.

3. Users

Our cleaning service is meant for anyone who is open to the experience above. He or she must treat the BVBA Dust Bunnies with respect and according to the agreements made.

4. Requests

You can make a request for cleaning assistance by e-mail at lina.roselina@dustbunnies.be or by telephone via the responsible of Dust Bunnies. All agreements and appointments will be made by e-mail or telephone and the regulations will be explained via the same ways.

5. Cleaning aid tasks

The cleaning aid may carry out the normal maintenance work in the inhabited places of the house • Dust removal and vacuuming • Mopping and scouring • Maintenance of the kitchen, bathroom and toilet • Removing cobwebs and cleaning wall skirting boards • Dust removal from frames and chandeliers and/or cleaning them • Cleaning tables and chairs • Washing windows • Washing doors and cupboards • Knocking out carpets • sweeping the sidewalk and courtyard • Dust removal and mopping of places not daily used • Preparing meals • Help with washing and ironing • Doing daily shopping.

- What can't the cleaning aid do?

- Helping with prescribed exercises and movements or physiotherapy • Doing the user's personal toilet (washing, shaving,...) • Foot care • Care of wounds or administering medication • Bringing glass and other stuff to the container • Washing up all crockery • Childcare • Handling (social) administration: health insurance, bank, post, municipal services,... • Wallpapering and painting • Washing up ceilings • Cleaning shelters, animal houses or coal boxes • Car wash • Moving heavy furniture • cleaning stove and chimney • Snow clearing • Knocking out a mattress.

6. Cleaning material

The Dust Bunny performs the tasks with customer's material and products. The customer provides the following cleaning material: floor cloths, squeegee, 2 buckets, scrub brush, solid stepladder, squeegee for the windows, sponge and scourer, chamois leather, dusters, dustpan and brush, all-purpose cleaner, vinegar, sanding soap and vacuum cleaner.

7. Working arrangements

Cleaning assistance is offered per agreed period from 1 hour to 8 hours. The user respects the agreed hours and may also demand this from the cleaning aid. A change in the working arrangements is only possible after prior permission of the planning manager, **Lina-Roselina**, who can be contacted via email lina.roselina@dustbunnies.be

In certain circumstances (holiday period,...) or in the event of a change in the workforce (illness, end of contract,...) the user may be assigned another cleaning lady, perhaps on another day. As far as possible, the wishes of the user are taken into account. The changes will be communicated to the user.

8. Hygiene and safety

The user ensures that the cleaning aid can work in hygienic conditions. The cleaning aid must always be employed in safe conditions. In case of unsafe situations, the cleaning aid can ask the client to remedy certain problems (e.g. loose-fitting socket, plug whose wiring is exposed, ...). Safety and hygiene problems are identified by the cleaning aid and if necessary, discussed with the user by the person responsible within Dust Bunnies. If working conditions, safety and hygiene are not guaranteed, the service manager reserves the right to refuse or stop the cleaning assistance. Pets must be able to be set aside during the presence of the cleaning aid. The user takes into account the weather conditions (e.g. for cleaning windows).

9. Absence of cleaning aid

BVBA Dust Bunnies informs the user as soon as possible of any changes to the work arrangement or of the absence of the cleaning aid. In case of leave of the cleaning aid, replacement is provided as far as possible. In the event of an unforeseeable circumstance (sick leave, leave due to force majeure) the user will be notified by Dust Bunnies as soon as possible. If possible, replacement is provided. In the case of a replacement, however, there may be a change of working hours. These changes must be made by the planning manager Lina-Roselina and not directly by the cleaning aid.

10. Cancelling cleaning aid

If the cleaning aid is not allowed to come and clean, the user must inform the person responsible for the planning at least 3 days in advance, except in case of unforeseeable circumstances (e.g. sudden hospitalization). If not, the cleaning service can still be charged. This notification should be made to the planning manager, Lina-Roselina via email lina.roselina@dustbunnies.be or call 032/0492 49 41 63 and not directly to the cleaning aid.

11 Agreements between the cleaning aid and Dust Bunnies –

The cleaning aid does not perform overtime, unless in case of force majeure and with the approval of the person responsible. - The cleaning aid may not provide assistance during the absence of the client, unless otherwise agreed with the person responsible. - The cleaning aid is not allowed to smoke in the house. The cleaning aid is not allowed to make telephone calls during working hours, unless this is necessary for the service. The client's telephone may be used for this purpose. No telephone numbers are passed on to the client: not her own nor those of other colleagues. - The cleaning aid may not perform other tasks outside working hours on behalf of the customer. - The cleaning aid must keep her work with you and her private life strictly separate. The cleaning aid respects professional secrecy, which means that she does not talk about other clients, colleagues and internal service matters.

12. Agreements between the client and Dust Bunnies

The cleaning aid works under the responsibility of BVBA Dust Bunnies. All arrangements should therefore be discussed with the responsible person. - You ensure a pleasant working environment for your cleaning aid. - You provide the necessary material so that the cleaning aid can perform her task. This material must be appropriate and in good condition. You will notify the planning manager in good time (**at least 3 days in advance**) if the planned cleaning aid should be cancelled. - To check the total number of hours worked, you must sign the planning of the cleaning aid that she will present you after each performance. - *You must always treat the cleaning aid in a respectful manner.*

13. Mutual respect

The assistance relationship is based on mutual respect. Dust Bunnies and its employees respect human dignity, privacy, ideological, philosophical or religious beliefs of the user and are bound by professional secrecy. The user also treats the cleaning aid with respect.

14. Termination of cleaning service

The user can cancel the cleaning service at any time, either by telephone or in writing. Then the user must notify the person responsible for the planning at least 3 days in advance, except in unforeseeable circumstances (e.g. sudden hospitalisation). If not, the cleaning service can still be charged. This notification must be made to the planning manager, Lina-Roselina by e-mail lina.roselina@dustbunnies.be

In that case, the cleaning service will be terminated after cancellation by the user. BVBA Dust Bunnies can terminate the cleaning service if, after a notice of default, the user fails to comply with one of the rules of the regulations.

15. Cost price and invoicing

The cost of cleaning assistance is from 120 -150 euros/hour. **With a one-off cost of 50 euro as a new customer (administration costs).** The user receives an invoice by e-mail from Dust Bunnies that he/she pays by bank transfer.

16. Complaints

If the user has any complaints with regard to the service, we ask the user to notify the service manager. For every complaint, of whatever nature, the best solution will be sought together with the user and within the possibilities of the service.

17. Entry into force

The internal regulations were approved by the board of BVBA Dust Bunnies on 1 September 2019. The user declares on his honour that he has received a copy.

Read and approved*

User's name and signature

User's address

BVBA Dust Bunnies



Lina-Roselina

0032/0492 49 41 63

<http://www.dustbunnies.be>

Signature

Notes: