

**Bed & Bath Linen Rentals, LLC**  
**2010 BBLR Cleaning Terms & Conditions**

In order to ensure there is a clear understanding with regard to Bed & Bath Linen Rentals, LLC (BBLR) cleaning activity, please read and familiarize yourself with our Terms & Conditions for service.

**Cleaning Activity**

Cleaning activity (e.g., areas, items) generally consists of:

**Entry/Foyer/Stairwell**

- Bannisters/Balusters/Railings
- Throw-rugs (check underneath for sand)

**Living Room**

- Coffee table, side tables, bookcases, lamp shades
- Furniture (check underneath cushions, sofa, chairs and tables)
- TV screen

**Kitchen**

- Refrigerator and freezer (must be emptied except for ice cubes)
- Sink
- Counter tops, table tops and chairs
- Microwave oven, toaster, stove top, oven and range hood

**Dining Room**

- Table Tops and chairs

**Bedrooms**

- Beds (check underneath)
- Bureaus, armoires, night stands, lamp shades
- TV screens

**Bathrooms**

- Toilet, medicine cabinet, mirrors, sink, tub, tub-surround, shower, shower-surround, tile

**Utility Room**

- Ensure washer/dryer is empty
- Lint screen in dryer

**Throughout**

- Floors and carpets - vacuumed, swept, wiped
- Inside trash cans - emptied
- Ceiling fans - dusted
- Switch plates - wiped
- Door handles- wiped

**Before leaving**

- Wipe all sliding door and front door glass free of finger prints
- Remove old soap and other debris from outside showers

In the event, your property is severely impacted and requires cleaning activity beyond activity as listed above, the cleaner will notify BBLR and BBLR and/or our staff will contact you immediately upon assessment of the damage.

Cleaning activity does not include:

- movement of furniture
- testing alarm systems
- washing dishes\*
- running/emptying dishwashers\*
- operating self-cleaning ovens\*
- cleaning blinds/shades/decorative window dressings
- washing windows
- spot treating rugs/carpets
- application of sealants to floors
- scrubbing outdoor patio/deck grills
- movement/rearrangement/cleaning of deck furniture
- checking levels of propane tanks
- accountability of beach badges\*

Please note, BBLR does not perform the above activities, primarily because of liability concerns. In the event you need to have any of these activities performed, BBLR will be happy to recommend a reputable service professional. Above items marked with an asterisk (\*) are usually addressed in most tenant/landlord leases.

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**Pricing**

Your weekly price is included on the attached calendar sheet and is based on BBLR's assessment of overall square footage of cleaning space. For comparison purposes, we also consider other houses on LBI of similar size within our inventory of houses when determining the cost to clean your property. This ensures a steady and consistent market among our customers and with our competitors.

On the attached cleaning calendar sheet, please be sure to indicate dates for multi-week rentals. When receiving your invoice, your weekly price for cleaning will be adjusted by a factor of 1.4 for 2-week rentals, 1.7 for 3-week rentals, and 2.0 for 4-week rentals. Please contact BBLR regarding pricing for cleaning activity at your property in the event you rent to a tenant for longer than 4 weeks.

**Payment Options**

BBLR accepts compensation for cleaning activity in the form of credit cards (i.e., MasterCard, Visa and Discover) only. Therefore an active credit card number, including its expiration date and verification code must be provided. All accounts will be charged within 48 hours of the day cleaning activity is performed.

**Changes to Cleaning Dates - Additions, Cancellations, Rescheduling, Reassignments of Cleaning Activity**

Changes to cleaning dates are not a problem - BBLR tracks your dates and your account via QuickBooks Pro. We'll gladly accommodate your need for changes to cleaning activity.

In the event you need to add, cancel or reschedule cleaning activity, all you need to do is provide us 48-hours notice by emailing us at: [BBLRCleaning@aol.com](mailto:BBLRCleaning@aol.com) or by calling us at 609-290-7120. At such time, your invoice will be adjusted accordingly.

Please note, if you do not provide 48-hour notice and fail to notify us of a cancellation, BBLR must charge for the full amount of scheduled cleaning activity. There are no exceptions. Also, should a cleaner arrive at your property to conduct scheduled cleaning activity and asked to come back to the property, because the property was not ready to be cleaned, BBLR must assess a Reassignment Fee of \$42 in addition to the cost of the

scheduled cleaning. Because the cleaner was available and present to perform cleaning activity, BBLR must account for the cleaner's time and cannot charge the cleaner's time to company overhead. In addition, administrative fees are incurred when it is necessary to reassign/revise scheduled cleaning activity. As a result, it is necessary for BBLR to capture such costs in the Reassignment Fee. We appreciate your awareness of this concern.

**Complaints/Concerns**

Although we strive to ensure there are none, BBLR is available and ready to respond to any complaints/concerns that you, your tenant or your realtor may have. It is our policy to respond to complaints/concerns on the same day of the cleaning activity. On Saturdays specifically, the busiest day of summer season cleaning activity, BBLR randomly chooses employees to remain on the island until 4PM to respond to any complaints/concerns. **Please ensure that your tenants and realtors are aware of this and have an established means of communication to contact us by 4PM on Saturdays regarding any complaints/concerns.** If your tenant is dissatisfied with our cleaning activity, BBLR provides for a 2-hour window (i.e., from 2PM to 4 PM) on Saturdays for you to notify us of any complaints/concerns. Within that period, BBLR will address complaints/concerns regarding our cleaning activity. We cannot respond or be responsible for any complaints/concerns received after 4PM on Saturdays. Nor will we respond to complaints/concerns received the day after any cleaning is conducted. Therefore, please ensure that your tenants and realtors have an established means of communication to contact us by 4PM on Saturdays regarding any complaints/concerns.

**FYI**

1. Regarding federal and state income taxes and payroll liabilities, all Cleaning Personnel will receive a W-2 or 1099 form for the current year's cleaning activity.
2. Cleaning Personnel are covered under BBLR's general liability and workers compensation insurance.

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3. Cleaning Personnel injured on the job must notify BBLR immediately. Cleaning Personnel must, at a minimum, provide:
  - the date, time and place of injury;
  - how the injury occurred; and
  - how it was work-related.
  
4. Nonworkers (e.g., family, friends, etc.) are not permitted to be present on-site with Cleaning Personnel during job-site cleaning activity. There are no exceptions!
  
5. Consumption of alcoholic beverages and/or use of illegal substances while cleaning is grounds for immediate termination.
  
6. Upon entry, if Cleaning Personnel:
  - discover any items left behind by the previous week's renters, and/or
  - discover damage to any part of the house

They will call BBLR immediately!
  
7. On Saturday's, Cleaning Personnel must be on the island and at the first job-site prior to 11AM.
  
8. All Saturday cleaning activity must be completed by 2PM. Cleaning personnel anticipating an inability to complete job-site cleaning activity by 2PM must call BBLR before 12:45PM.
  
9. All Cleaning Personnel must call BBLR before leaving the island on Saturday and provide a short summary of the day's cleaning activity.

# Bed & Bath Linen Rentals, LLC

## - BBLR Cleaning - 2010 Cleaning Calendar Sheet -

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
 LBI Street Address \_\_\_\_\_ LBI City \_\_\_\_\_  
 cost per weekly (i.e., 1 to 7 days) change-over cleaning @ \$ \_\_\_\_\_

April	<b>Sat</b>	03, 10, 17, 24	<b>Other April Dates</b> .....
May	<b>Sat</b>	01, 08, 15, 22, 29	<b>Other May Dates</b> .....
June	<b>Sat</b>	05, 12, 19, 26	<b>Other June Dates</b> .....
July	<b>Sat</b>	03, 10, 17, 24, 31	<b>Other July Dates</b> .....
Aug	<b>Sat</b>	07, 14, 21, 28	<b>Other Aug Dates</b> .....
Sept	<b>Sat</b>	04, 11, 18, 25	<b>Other Sept Dates</b> .....
Oct	<b>Sat</b>	02, 09, 16, 23, 30	<b>Other Oct Dates</b> .....

Spring Cleaning Date \_\_\_\_\_ Fall Cleaning Date \_\_\_\_\_

When cleaning is necessary:

- Circle ○ all dates requiring 1-week cleaning activity
- Place a parenthesis ( ) around all dates requiring 2-week cleaning activity
- Place a triangle ▲ around all dates requiring 3-week cleaning activity
- Place a square □ around all dates requiring 4-week cleaning activity

When no cleaning is necessary:

- Place an ✕ over all dates requiring no cleaning activity
- Place an arrow → through all dates requiring no cleaning activity because your property is rented longer than 1-week

Your Signature \_\_\_\_\_ Date: \_\_\_\_\_

2010 BBLR REPEAT CLIENT COST LIST

<u>Client</u>	<u>Cost (\$)</u>	<u>Client</u>	<u>Cost (\$)</u>
Austin	95	LaPadula	70
Baty (Down)	80	Levey	80
Baty (Up)	80	Lombardo	95
Bernstein	130	Maletsky	90
Burack (Down)	85	Martin-Magnolia	320
Burack (Up)	85	Martin-Penn Raven	215
Capraro (Down)	75	Mast	95
Capraro (Up)	75	Matto	130
Cassetta	115	McGlynn (80)	160
Conroy	90	McGlynn (127)	180
Coyle	80	Morris	95
Crawford	95	Nardi	135
Daneshvar	135	Norton	90
Daniels/Stilo	95	O'Sullivan	100
Day	140	Pinkus	185
Deputato (Down)	90	Ponte	90
Deputato (Up)	85	PVH	160
Engelside A	105	Raiser (Down)	85
Engleside B	95	Raiser (Up)	85
Engleside C	95	Rynkiewicz	90
Forcelle	155	Samuels	180
Freeman	100	Santangelo (07)	100
Green	110	Santangelo (09)	100
Griffith (Down)	80	Santangelo (214)	100
Griffith (Up)	80	Saunders, N.	100
Gomez	100	Saunders, S.	TBD
Hanley	185	Schieber	115
Hastings (Down)	80	Silber	100
Hastings (Up)	80	Slater	120
Heerey/Hofmann	140	Stekla	85
Hoe/Ireland	90	Surf	95
Hulnik	95	Sutton	105
Jorgensen	160	Thomas	85
Kenly	280	Toumey	90
Kilcher (Down)	75	Vitiello	130
Kilcher (Up)	75	Wong	75
LaCourse (Down)	80	Zimmermann	100
LaCourse (Up)	80		