



PLAY RULES DIRT BUSTERS

General Rates, Surcharges, and Timing

- Minimum Charges: The minimum rate is €80,- excluding VAT per job.
- Surcharges for Special Hours:
 - 50% surcharge: Between 18:30 and 06:00, and on Saturdays.
 - 100% surcharge: On public holidays and Sundays.
- Hourly Rate Rounding: Jobs billed by the hour are rounded to the nearest half hour: 15 minutes are rounded up to 30 minutes. Hours are always calculated as “man-hours.”

Indicative Rates: Refresh Cleaning and Final Cleaning

The estimated hours in our quotation are based on a standard starting point. Deviations from this standard may require additional time or costs. The following situations, for example, could lead to longer cleaning times than originally quoted:

- Ceiling Height:
 - Rates apply to homes with ceilings up to 2.70 meters high.
 - The client must inform DIRT BUSTERS in advance about ceilings higher than 2.70 meters.
- Number of Kitchens and Bathrooms:
 - The base duration is calculated for one kitchen and one bathroom.
- Not Included in Estimated Duration:
 - Cleaning of vertical blinds, horizontal blinds, shutters, or other window coverings.
 - Cleaning of wooden or plastic wall coverings.
 - Cleaning of painted walls (this is only performed if specifically agreed).
- Unfurnished Properties:
 - Cleaning of built-in wardrobes, shelves, or other furniture that is unexpectedly present.
- Waste Removal:
 - The rate includes disposal of one full garbage bag. Additional waste will be charged separately.
- Free of Personal Belongings:
 - The property must be free of personal belongings and food items.
 - Cleaners will remove these unless the client explicitly states otherwise.
- Extra Dirt or Deviations:
 - Deviations from the standard situation in the quotation may result in additional time and costs. This includes, but is not limited to:
 - Certain areas are dirtier than expected.
 - The property contains more rooms than expected based on the stated floor area.
 - There are many windows, large windows, or glass doors.
 - Stickers need to be removed.

Additional Provisions

- Use of a Pressure Washer:
 - If a pressure washer is used on a balcony or roof terrace, the client must inform downstairs neighbors due to potential water dripping.
- Additional Work Instructions:
 - Additional instructions must be confirmed in writing with the office.
 - Do not communicate extra instructions directly to the cleaners during the execution of the work.