

# Standard Reservation/Cleaning Fee & Cleaner Pay

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The standard fees charged by Mountain Lakes for a vacation rental include three parts. The Rental Fee, Accommodations & Sales Taxes, and a Reservation/Cleaning Fee.

**The Reservation/Cleaning Fee** is paid directly to Mountain Lakes and is intended to cover several expenses that many other rental companies charge separately. These include: cleaning expenses, reservation processing costs, and payment processing or Credit Card costs. The amount of this fee is pre-determined for each house based on: several factors. (*The amount to be paid to the cleaning contractor; expected expenses for a pre-rental check; estimated supplies to be furnished by Mountain Lakes; and the overall rental price expected to be charged on Credit Cards.*)

**Cleaner Pay** is also pre-determined for each house. The Cleaner is paid the same amount for each rental regardless of condition. We expect that the Cleaner will thoroughly clean the house, wash and put away all the soiled towels and bed linens, wash and put away any remaining dirty dishes, take away any remaining trash, and do anything else needed to leave the house ready for the next Guest.

To reduce the burden on the Cleaner we request the Guest do several things to help. (*Wash Dishes, Leave no more than 3 loads of laundry, remove all their items from the refrigerator, remove all trash, etc.*) We also encourage the Guest to leave a tip for the Cleaner.

In the majority of cases the Guest will do everything requested (and more) and in many cases also leave a significant tip for the maid. We still pay the full standard cleaning pay for these situations.

In a few cases a Guest may do few or none of these things. We do not pay the Cleaner extra for these situations unless we can justify billing the Guest. We will not bill the Guest for extra cleaning or trash pickup except in extreme cases.

**Standard procedure is for trash to be taken off by the Guest.** We give the Guest the option of having the Cleaner take the trash by leaving a \$3 per bag tip in addition to their regular tip. If an inordinate amount of trash is left without any tip, then we will bill the Guest for trash removal. If only a few bags of trash are involved, the Cleaner is expected to remove it without extra pay.

**Cleaners are expected to report any obvious damages.** Mountain Lakes does not do any sort of post-rental inspection. Cleaners are expected to report any: Damage, Maintenance/Cleaning Issues or Missing Items that they discover during the normal course of their cleaning. Mountain Lakes does offer to perform a post-rental inspection for an added fee. In such case we would contract that service to the Cleaner. Also, in either case, we cannot guarantee that everything will be found and reported.

**Cleaners are expected to restock consumables** (*Toilet Paper, Bath Soap, Paper Towels, Laundry and Dish soap*) Mountain Lakes reimburses (*Plus an added 10%*) for these items when receipts are presented.

**Cleaners are expected to call in the house** and report it as cleaned when they are done. They are expected to call from the house. For this purpose we provide a separate phone number that goes directly to the 24 hour answering service (866) 932-9228

**Cleaners paid directly by the property owner** are expected to comply with the same procedures as those paid by Mountain Lakes.