First, it goes without saying that you can expect quality and professional service each time you contract a Renue Systems team to clean your hotel. However, there are some items I would like to review with you to ensure a seamless and expedited experience each time we visit.

* Please have your rooms ready and available at the scheduled time. In order for us to complete the project in the scheduled time we need our technicians to start the work immediately upon arrival at your hotel. We try to avoid waiting around for rooms to check out, doors to be opened or rooms to be cleaned by your staff.
* 48 hour cancellation notice required or a 15% cancellation fee will be charged.
* We need to do at least $\_\_\_\_\_\_ worth of work each time we visit your hotel. This can result from any of the services we offer. By allowing us to generate a certain amount of revenue each visit we are able to better manage our labor costs and hence allow us to honor the price quote we made to you.
* Our pricing includes moving of baskets, desk chairs and lamps. We do not move beds or other large furniture items in the guestrooms as these unexposed areas are not subject to staining or soiling. Pricing is for the exposed traffic areas only. However, we do clean in the closets, behind all doors and any other visible areas. If you want larger pieces of furniture moved, please have your own staff move those items to another area prior to our arrival at your hotel.
* Also be aware that some staining in the carpet fibers may be permanent and not removable with cleaning.
* We may need to address occupied rooms in order to finish the project in the time scheduled. This is especially the case were we are traveling from out of town to service your hotel. We can provide you with a notice to place within each room or at the front desk to notify your guests. We also have door key cards that can be placed within the room door lock to again notify your guests that their carpet may be damp upon entering and to watch their step. Details regarding this issue can be discussed prior to any scheduled work.
* Our team cleaning your hotel will ask you to inspect random rooms to ensure we are meeting (and hopefully exceeding) your expectations. They will also ask you to sign off on a work order completion form each day.
* We may turn the heat or air conditioning on in each room to help with the drying process. We may also leave unoccupied room doors open with an air mover placed at each threshold to aid the quick drying process of your room carpets.
* We will use WET FLOOR signs to caution your guests of our service and to watch their step in our immediate work area or when transitioning from an area we cleaned.
* If you scheduled the work but are not going to be at the hotel the time of service, please advise your staff about our pending service, make sure they are also familiar with what we are to do at those times and that we will have the access we need, and pass along a point of contact name for our team to meet with upon their arrival.
* We require the last page of our service agreement signed by the property prior to any scheduled work. This will specify exactly which services you have requested of us and allow us to properly bill each project we do at your hotel.
* Explain any special request you have in advance of our scheduled work. We do a nice job of anticipating your needs but knowing upfront about something can help ensure a smooth and quality job each time.
* We ask your hotel to provide complimentary parking during each visit. That can be in a hotel parking lot or even a loading dock, if necessary. If this is not possible, please advise us in advance of service.
* For hotels well outside of our local service area, we will require the hotel to provide complimentary lodging for our team during the service. Details regarding this issue can be discussed prior to any scheduled work.
* Please note if your property has the following stains, they may require additional chemicals and time to restore.  Pricing for the repair and restoration of these stains will be provided to you before any work is done.
* Blood and bodily fluids
* Bleach and color loss
* Kool-Aid and misc. **red** dye stains
* Hair dye
* Wine
* Some coffee stains
* Cigarette and iron burns

Following is some information for addressing smoking rooms

* Hotel staff should remove all linens from room prior to our arrival and launder them. Please wait to replace these items until we have completed the service.
* Clean the filters in PTAC or VTAC units. This is important as much of the malodor related to smoke can be present within the air handling units.
* The final step in our process is to thermo fog the entire room to disinfect all porous areas and the ceiling. This will require the temporary disabling of the smoke detector by your engineering personnel. Please have your engineering team disable the units prior to our cleaning and then reinstall the units about an hour after the service is completed.
* The thermo fog may leave a slight film on all the horizontal surfaces once the fog settles. This may require a quick clean up by your staff on these horizontal surface and on glass on windows.
* You may want to consider painting your ceiling with a product made to seal surfaces like Kiltz. This is for extreme cases only and can further aid in the smoke remediation process.
* Please note:
* Some nicotine staining in the drapes and sheers may be permanent and not removed with cleaning.
* Although the process used to clean smoking rooms by Renue is extremely effective in removing the odors caused by smoke, there are some instances where a room may require additional treatments to fully remove the odor. In those cases, a reapplication of the thermo fogging agent would be recommended and the property would be charged the cost for that service. The typical cost for this service is a fraction of what the initial service was.

Following is some information for addressing pet rooms

* Whether pets are official or unofficial guests in your hotel, their presence may leave lingering issues for future guests in the form of allergy-triggering hair, dander, saliva, or odors. Also, sanitation concerns from biological fluids and wastes may result.
* The usual carpet care alone – vacuuming or shampooing – may not make the room safe for future sensitive guests. One in every five people has asthma or allergies.  In the interest of your guests’ health, an odor-free environment, and your potential liability, additional steps may be necessary to make those rooms hygienically clean for subsequent guests.  That is why Renue Systems has developed a special Pet Room Cleaning process.
* We do not pre vacuum. Please have your staff vacuum the room thoroughly to remove any pet hair. Our process is designed to address only the accidents pets may have and the dander left behind that some of your guests may have allergic reactions to.
* If our black light exam reveals areas of pet urine, vomit., or feces, we will apply our proprietary Pet Deodorizer, a biological enzyme that will digest the residual contaminants.  There may be an additional charge in extreme or unusual cases. Our certified technician will review with you any issues and request your authorization prior to the cleaning.
* Although our process is extremely effective in neutralizing odors related to pet accidents it may not totally remove all the residual odors caused by these contaminants. You may have to retreat the areas again or in extreme cases, the material affected may need to be removed and thrown away. In those situations, the amount of urine is just too much to effectively remediate those malodors as they have most likely soaked through the carpet, into the padding or even onto the porous concrete.  Although our process has results proven over many years and is cost effective versus simply removing all the old carpet, it is not guaranteed to be 100% effective all the time.

Most importantly, we thank you for the opportunity to help you with your property. Should you have questions at any time feel free to give me a call.