



MAKING THE COTTAGE FUN AGAIN!

CLIENT INFORMATION PACKAGE

Our goal is to be trusted for the most comprehensive cottage care services in Haliburton County, Kawartha Lakes and beyond - making cottage life simpler.

AT KACABA COTTAGE CARE CLIENT SATISFACTION IS OUR TOP PRIORITY

OUR TEAM TAKES PRIDE IN ENSURING YOUR
COTTAGE GETS THE BEST POSSIBLE CARE

This information packet outlines our range of services to help with your ongoing satisfaction, including a list of client acknowledgments meant to clarify and enhance our ability to serve.

WITHIN THIS CLIENT INFORMATION PACKAGE YOU WILL FIND:

GENERAL SERVICE INFORMATION

SERVICE DESCRIPTIONS

CLEANING SERVICES
INTERIOR MAINTENANCE SERVICES
EXTERIOR MAINTENANCE SERVICES
SECURITY & PEST PREVENTION SERVICES

CLIENT ACKNOWLEDGMENTS

RATES AND FEES
PAYMENTS
BOOKING POLICIES
CONTACT INFORMATION
SERVICE DAY EXPECTATIONS

please take your time to review this package, and contact us with any questions.

GENERAL SERVICE INFORMATION

FROM ARRIVAL TO DEPARTURE WE'RE ALWAYS THINKING OF WAYS TO PROVIDE BETTER SERVICES FOR YOUR FAMILY

We believe regular service visits provide optimal care opportunities for all properties. Regardless of the scheduled visit frequency, we'll do our best to develop a cottage service profile designed to meet your needs.

ROUTINE SERVICE ARRANGEMENTS OR SERVICES BY REQUEST

As a KCC client, you can choose a routine service arrangement or contact us for services by request. A routine service arrangement enables us to schedule cottage care services in a pattern that works for you. In contrast, services on demand can be more challenging to guarantee during the cottage season's busier times.

LIMITED FINE PRINT

We do not enter formal long-term contracts for routine service arrangements outside of our rental service package. This kind of structure keeps us accountable as you can simply stop booking services at any time.

We intend to provide the majority of our services while your property is vacant. We understand that our job-site is your vacation home, and we will try to make arrangements to accomplish all tasks while you're away.

CUSTOM COTTAGE SERVICE PORTFOLIO

To equip our team to best care for your property, we will work with you to develop a custom cottage service portfolio suited to your property and family's needs. We'll review it with you routinely as we strive to provide the best cottage care possible.

The following general service descriptions will answer some questions about our core services, giving us a reference point as we establish your cottage service portfolio.

INSURANCE COVERAGE

Our services are here to put your mind at ease. With a few exceptions that we're happy to discuss, our services come with a peace of mind guarantee thanks to our general liability insurance policy and WSIB coverage.

CLEANING SERVICES

GENERAL SERVICE DESCRIPTION



ROUTINE CLEANING SERVICES

WEEKLY | BI-WEEKLY | MONTHLY

Just because you want to embrace nature doesn't mean you have to embrace dirt. We can help keep the dirt under control so that you can enjoy your property with our luxury cleaning services.

STANDARD CLEANING SERVICES GENERALLY INCLUDE:

- sweep, vacuum and steam the floors - kitchen chairs, bar stools, waste bins and small floor mats will be moved, but other furniture will be left in place.
- general surfaces will be dusted and tidied, collectibles, valuables and pictures will be moved and adjusted to clean around as necessary, but not every visit.
- collect obvious trash and empty trash bins
- in the bathrooms; the toilet, shower and vanity will all be sanitized and mirror cleaned
- kitchen surfaces will be sanitized, appliance surfaces will be wiped down and the stove top and microwave cleaned. The fridge and freezer will be quickly examined for obvious spills, but a full fridge clean is only done on request.

We anticipate taking 1 bag of household waste and 1 bag of recycling.
For extra, please see our rates and fees.

Our general clean does not include de-cluttering or putting away toys.
The starting and/or emptying dishes and dishwashers can be addressed by request.

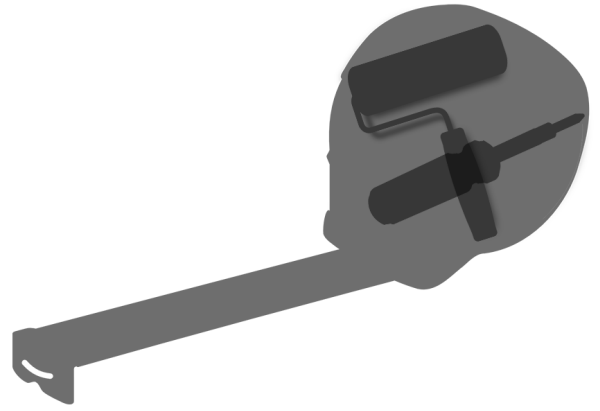
AS WELL AS GENERAL CLEANING OUR SERVICES BY REQUEST CAN ALSO INCLUDE:

- spring and fall cleaning
- deep cleaning
- pest clean-up
- special projects

*if there is another way you'd like us to help, please let us know
we do our best to accommodate requests to expand your cottage service portfolio*

INTERIOR MAINTENANCE

GENERAL SERVICE DESCRIPTION



ROUTINE INTERIOR MAINTENANCE

MONTHLY | BI-MONTHLY | QUARTERLY

The work never stops, but now and then, you deserve a chance to enjoy some rest and relaxation. There are many home maintenance projects we're able to assist with around your property.

STANDARD INTERIOR MAINTENANCE MAY INCLUDE:

- water system filter changes
- HVAC system filter changes
- smoke alarm test and battery replacement
- CO2 alarm test and battery replacement
- general maintenance observations and recommendations
- draining and flushing hot water tanks to clear sediment
- scheduling and key-holding for routine work requiring a licensed technician

When you contact us for requested services, we're here to aid with your cottage's interior maintenance. For tasks beyond our expertise, we will find local professionals for you.

SOME OF THE SERVICE AS NEEDED PROJECTS WE CAN TAKE CARE OF IN-HOUSE INCLUDE:

- basic repairs
- finish trim
- painting
- drywall patching
- storage solutions

*if there is another way you'd like us to help, please let us know
we do our best to accommodate requests to expand your cottage service portfolio*

EXTERIOR MAINTENANCE

GENERAL SERVICE DESCRIPTION



ROUTINE EXTERIOR MAINTENANCE WEEKLY | BI-WEEKLY | MONTHLY | QUARTERLY

It may be a jungle out there, but we can help tame your backyard with our exterior maintenance services. Our team can help with day-to-day care and make arrangements to create your backyard oasis with our network of local professionals.

STANDARD EXTERIOR MAINTENANCE SERVICES MAY INCLUDE:

- lawn care: designated areas mowed, and weed-whacking around the property and walkways, and a quick leaf blow to clean up patios, decks and walkways
- weed control: pulled, scorched or trimmed - no chemical sprays
- seasonal pressure washing
- spring and fall clean-ups
- winter assistance - property dependent

We do not remove grass clippings after each cut. We recommend regular lawn cutting so that the clippings can be mulched into the lawn, acting as a natural fertilizer.

When you contact us for requested services, we're here to aid with your cottage's exterior maintenance. For tasks beyond our expertise, we will find local professionals for you.

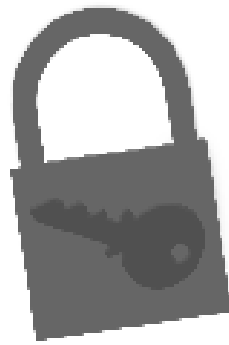
SOME OF THE SERVICE AS NEEDED PROJECTS WE CAN TAKE CARE OF IN-HOUSE INCLUDE:

- small building projects and repairs
- delivering buckets of sand and salt
- establishing garden beds
- establishing fire pits

*if there is another way you'd like us to help, please let us know
we do our best to accommodate requests to expand your cottage service portfolio*

SECURITY & PEST PREVENTION

GENERAL SERVICE DESCRIPTION



ROUTINE SECURITY & PEST PREVENTION

WEEKLY | BI-WEEKLY | MONTHLY | BI-MONTHLY

With an asset as large as your cottage, you can never be too careful. Our service plans emphasize preventative action. We gear our services to complement security systems and routine visits from an exterminator.

STANDARD SECURITY & PEST PREVENTION SERVICES MAY INCLUDE:

- exterior property checks with photo report of the exterior of the cottage and any outbuildings, docks, and toys or equipment stored on location
- interior property check with photo report checking all doors and windows with locks double-checked
- propane tank level with photo report for winter heated cottages
- key-holding services for pest control agents

When you contact us for requested services, we're here to aid in providing security & pest prevention for your cottage. For tasks beyond our expertise, we can source professionals for you.

SOME OF THE SERVICE AS NEEDED PROJECTS WE CAN TAKE CARE OF IN-HOUSE INCLUDE:

- checking on your cottage after inclement weather
- site checks if you receive an alert on a personally monitored system
- providing a pest-preventative end of the season deep clean

*if there is another way you'd like us to help, please let us know
we do our best to accommodate requests to expand your cottage service portfolio*

CLIENT ACKNOWLEDGMENTS

TO FACILITATE YOUR ULTIMATE SATISFACTION WITH OUR SERVICES WE
HAVE DEVELOPED THE FOLLOWING CLIENT ACKNOWLEDGMENTS

RATES AND FEES

PAYMENTS

BOOKING POLICIES

CONTACT INFORMATION

SERVICE DAY EXPECTATIONS

These client acknowledgments are to communicate our business practices and provide transparency on how we care for your property.

We ask that the family representative responsible for corresponding with us and making payments read and understand these client acknowledgments.

A signature or e-mail confirmation of the proceeding acknowledgments only clarifies your responsibilities as a KCC client. It does not constitute a booking request or a contract for services.

Please take your time to understand the following acknowledgments, and feel free to contact us with any questions you may have.

we reserve the right to amend and add to these acknowledgments as we see fit

RATES AND FEES

HOURLY RATES | EMERGENCY CALLS | HOLIDAYS

Integrity is one of our core values, so we believe in full transparency with our price model.

We're striving to create a sustainable cottage care business, ensuring you're receiving the best possible value by hiring us. We have diversified our labour rates to reflect the skills and equipment requirements associated with our services.

STANDARD HOURLY RATES



CLEANING SERVICES
PERSONAL SHOPPING



INTERIOR MAINTENANCE
SECURITY & PEST PREVENTION



EXTERIOR MAINTENANCE
BUILDING PROJECTS

FACTORED INTO EVERY SERVICE CALL IS A **\$50** SERVICE CHARGE AND ADDED HST. THIS ENSURES WE CAN CONTINUE TO PROVIDE INSURED, SUSTAINABLE, HIGH-QUALITY, COMPREHENSIVE COTTAGE CARE SERVICES.

EMERGENCY SERVICE FEES

Our standard hours of operations are Monday to Friday, 9 a.m. to 5 p.m.
There may be situations where we offer service visits outside of these time frames.

If you contact us with any service requests beyond these hours, we reserve the right to levy an emergency service charge and increase hourly rates of x1.5 to x2.0 our standard rates.

HOLIDAY BOOKINGS

Routine service arrangements with the expected service date falling on a holiday will be completed on the next available business day.

All services on holidays are subject to a double rate for the hourly cost and service charge.

RATES AND FEES

GARBAGE | LAUNDRY | EXTRAS

GARBAGE FEES

We do provide dump run services. For dedicated dump runs, we charge our hourly rate + any costs associated with dumping the materials.

If excess garbage needs to be disposed of after a clean, the cost is \$5 per bag + our hourly rate, as long as it is sorted to comply with the local landfill restrictions.

Please adhere to the guidelines for dumping associated with our local landfills. All garbage must be sorted and bagged based on their standards or risk extra dumping fees and time associated with re-sorting to meet dump standards. Please ask if you need an information sheet.

LAUNDRY

If you require laundry services, we can complete it at our standard rates on-site to complete it in your machine, or we can wash and dry it at our home in our machines.

Off-site laundry services are \$25 per load washed, dried, folded and returned during the next site visit. Rush laundry service is \$25 per load + hourly rate and service charge for making an extra trip. Please let us know if you have a request for an unscented laundry detergent.

EXTRA BILL-ABLES

Our service fee accounts for our equipment and consumables such as cleaners and fuels.

We will invoice other costs for materials going into your property for maintenance, repairs or stock. Extra bill-ables may include but are not limited to materials from the hardware store, products for the garden, pest traps or household stock like paper towels or toilet paper.

PAYMENTS

METHODS | TIME LINES | LATE PAYMENTS

PAYMENT METHODS

We accept payment by cash, cheque or e-transfer. E-transfer is our preferred method of payment.

Payment instructions are also included at the bottom of your invoice.

We do not accept credit card payments.

E-TRANSFER QUESTION AND ANSWER

Our e-transfer account is set up for funds to be auto-deposited to avoid the question-and-answer security system. In the event a password is required, please double-check the send-to address is kacabacc@gmail.com.

If it still requires a question and answer, please use the ones provided in your invoice. If you opt to use a custom password and answer, please remember to always send us the answer by e-mail or text when sending the payment.

If the password is not as requested and the transfer ends up getting declined due to incorrect password entries, we accept no responsibilities for e-transfer penalties that may arise.

INVOICE TIMELINE

All invoices are considered payable upon receipt.

We understand life can be chaotic, so while payment upon receiving an invoice is preferable, your invoice's due date reflects the first date we'll begin issuing the penalty for late payments.

Larger jobs will have a payment structure discussed and agreed upon before work begins.

LATE PAYMENT PENALTIES

Delinquent payments are subject to penalties. After 2-weeks, 2% of the original balance will be added, and every 30 days after that, the penalty is 5% compounding interest added to the outstanding balance on your invoice.

A grace period may be discussed if you communicate with us in advance of the penalty. If you require a grace period, let us know the requested payment date when you receive the invoice.

BOOKING POLICIES

BOOKINGS | CANCELLATIONS | DEPOSITS

BOOKING POLICIES

All bookings and cancellations made by phone, e-mail or text will be processed into our system and verified with an e-mail confirmation. Please do not send or leave a message and assume a booking has been registered or cancelled without receiving a confirmation e-mail.

Standard bookings will take place Monday to Friday between 9 a.m. and 5 p.m. for our general rates to apply. If the booking falls beyond our regularly scheduled hours, a higher rate will apply at our discretion.

If you request a last-minute appointment, we reserve the right to reschedule our estimated arrival time due to unforeseen circumstances that may arise on other jobs.

CANCELLATIONS

External issues may allow us to issue a reprieve from the cancellation policy on a case-by-case basis. Unless otherwise discussed our cancellation policy is as follows:

BETWEEN MAY AND OCTOBER:

+14 DAYS	NO PENALTIES
13-7 DAYS	\$50
6 DAYS - 48 HOURS	50% OF LOWEST ESTIMATED SERVICE COST
48 HOURS OR LESS	100% OF LOWEST ESTIMATED SERVICE COST

BETWEEN NOVEMBER AND APRIL:

+7 DAYS	NO PENALTIES
6 DAYS - 48 HOURS	\$50
48 HOURS	50% OF THE LOWEST ESTIMATED SERVICE COST

DEPOSITS

All non-owner rental services are subject to a \$100 non-refundable deposit for booking rental cottage services year-round.

All clients may be subject to pay a deposit for bookings between the Victoria Day long weekend and Thanksgiving. However, we reserve the right to request a booking deposit for any bookings where we deem appropriate.

CONTACT INFORMATION

METHODS | HOURS

METHODS OF CONTACT

As your cottage care specialists, we aim to make ourselves readily available.

E-MAIL: KACABACC@GMAIL.COM

OFFICE LINE: 705 - 809 - 0898

DUSTIN'S CELL: 905 - 449 - 7923

TARA'S CELL: 705 - 977 - 3162

The best way to contact us is by e-mail, and our office line is the next best alternative.

We've provided our cell phone information for your convenience. Our signal is often interrupted with our work crossing the highlands, and we have frequently experienced delays in receiving messages after returning to areas with reception. If you don't get an answer when trying our cell phones, please follow up with an e-mail, and we'll let you know if we can help with your request.

HOURS OF CONTACT

We are happy to receive e-mails anytime, day or night, as we can respond appropriately. We kindly ask that calls and texts related to inquiries and bookings take place during regular business hours.

Due to our services' nature, we do our best to monitor our phone lines at all times, often responding to lastminute service calls late into the evenings. After hours, we do have higher rates, so there may be charges for frivolous after-hours contact as appropriate.

SERVICE DAY EXPECTATIONS

PRE-ARRIVAL

We typically deal with vacant cottages. We can't specify an exact arrival time. If you are on-site during our visit, please let us know, so we can do our best to arrive at an appropriate time to be the least disruptive to your family.

Please let us know of any hazards or areas of concern we should be aware of for your cottage service portfolio.

Inside we should be made aware of sensitive surfaces that require specific cleaning products.

We ask you to make us aware of cords, hidden rocks, sprinkler heads, or any other hidden concerns before lawn services.

ARRIVAL TO DEPARTURE

When we do arrive on site, we work efficiently and effectively. We capture our arrival and departure on camera.

If you are on-site during our visit, we ask you to give our team a reasonably unhindered work environment. General conversation is more than welcome. However, please direct any concerns or extra requests to the on-site supervisor.

We check to make sure all lights are off and windows and doors are closed and locked on our departure in your absence. We do our best to note anything you should be aware of that might not be readily noticeable. Our checks are a visual inspection of surface conditions, and we cannot predict unforeseen circumstances during any of our services, including our security & pest prevention cottage checks.

WEATHER HAZARDS

In the winter, we carry sand and salt for our protection when accessing cottages, and we will occasionally move a small amount of snow to access a property. We do not provide any sand or salt services other than delivering it from the hardware store to a single point on your property that we can safely access by vehicle.

We make no guarantee of access to your property or safe passage for any cottage owner, guest, visitor or other contractors. Everyone should proceed with caution during all inclement weather conditions or on cottage terrain in general, as the forces of nature can create hazardous conditions without warning.