



**MAKING THE COTTAGE FUN AGAIN!**

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## **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  
PROPERTY GETS THE BEST POSSIBLE CARE

This package outlines our services and helps to facilitate ongoing satisfaction. It contains a variety of priority considerations and required acknowledgments to clarify our partnership.

WITHIN THIS INFORMATION PACKAGE YOU WILL FIND:

## GENERAL SERVICE INFORMATION

### SERVICE PRIORITY CONSIDERATIONS

CLEANING  
INTERIOR MAINTENANCE  
EXTERIOR MAINTENANCE  
SECURITY & PEST PREVENTION

### 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

DAY AFTER DAY WE STRIVE TO TAILOR OUR SERVICES  
TO EASE THE BURDENS OF PROPERTY OWNERSHIP

## WHAT IS COTTAGE CARE?

We believe the population and properties of cottage country need a support system tailored to the unique nature presented by the regional challenges and environmental wear and tear caused by the seasonal shifts in the vast forests, lakes and rivers making these properties so desirable. Cottage care is property care.

You may refer to your property as the cottage, the cabin, the lake house or simply home. Whatever you call it, our goal is to make life easier by caring for it.

## SERVICE FOR YOUR LIFE

We intend to provide most of our services while your property is vacant. Our job site is your home, and when possible, we arrange to accomplish tasks while you're away to limit disruptions in your life.

## ROUTINE SERVICE ARRANGEMENTS & SERVICES BY REQUEST

We welcome you to engage our services through routine arrangements or by request.

Shifts between routine arrangements and by request can occur as seamlessly as the shift between the seasons. All it takes is communication and availability.

From our experience, routine service arrangements created around ongoing maintenance cleaning provide the best foundation to develop a supportive partnership capable of providing comprehensive care for your property, enhancing the protection and creating an environment of enjoyment of your property.

Routine services also enable us to work into our schedule a service pattern that best suits your family. In contrast, services by request make it harder to maintain availability for servicing your property needs throughout busier seasons when we make considerations for our routine service commitments.

Regardless of the frequency, we strive to tailor our services to meet your needs when possible.

# GENERAL SERVICE INFORMATION

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

## LIMITED FINE PRINT

We do not enter long-term booking contracts. This structure keeps us accountable. Stop booking services at any time; the only consideration is our cancellation policy for appointments on our calendar.

The client acknowledgements in this information package and our email exchanges are the groundwork for a straightforward, professional relationship. However, other agreements may arise depending on the adjacent professionals required to facilitate your care.

## PIECE OF MIND FROM THE START

The service portfolio we tailor for you should put your mind at ease.

WSIB ensures coverage if our team suffers an injury while delivering your services, and a \$2M liability policy covers our services, with a few exceptions we're open to discussing.

Finally, we promise to make it right if a service delivery doesn't meet the expectations we've discussed. We'll work to resolve your concerns, provided we're made aware of the issue within a reasonable time following the delivery of the service.

## CUSTOM SERVICE PORTFOLIO

Your home isn't cookie-cutter, and neither is your family. To ensure our team comes equipped to serve, we customize a service portfolio to suit the needs of your property and family, starting with a no-obligation site visit to discuss and prepare a low-high estimate for the services desired.

Our custom service portfolios are living agreements comprised of job forms and notes created for services specific to your property covering the scope of your desired care. We routinely review it and welcome your feedback to ensure we're prepared to provide the best care.

The following service priority considerations answer some questions about services and prompt reflection on your priorities. Through these, we'll work to develop and maintain a service portfolio suiting you.

# CLEANING

## PRIORITY CONSIDERATIONS



### ROUTINE CLEANING SERVICES

WEEKLY | BI-WEEKLY | MONTHLY

When considering the depth of cleaning, please note some of our clients want little more than a quick general clean between the departure and arrival of different friends. Others have tasked us with top-to-bottom end-to-end deep cleaning, calling for our team to spend the better part of a week on the same property. Our services are rarely ever standard.

Our team can sweep, mop, vacuum, dust and wash your property inside and out.

Your family is irreplaceable. Your property is extraordinary.  
You deserve a service plan tailored to your priorities.

### CONSIDER YOUR CLEANING PRIORITIES:

What frequency would you like us to address deeper cleaning tasks such as:

- under and in large furniture
- under and in appliances
- windows screens and tracks
- baseboard trim & walls
- closets and pantries
- light fixtures & fans
- carpet cleaning
- BBQ cleaning

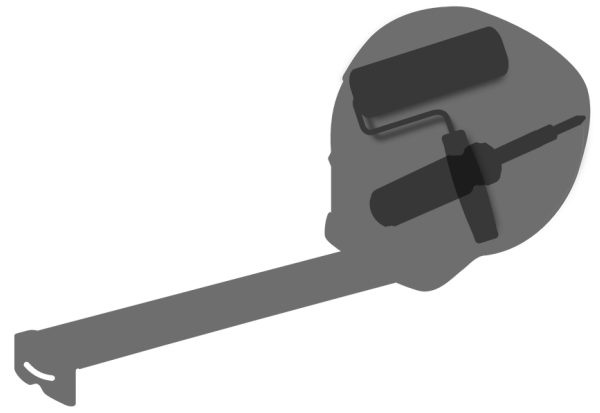
Should we:

- prioritize adherence to a budget or a consistent standard result?
- fully clean in cupboards and drawers or only spot check?
- do deep maintenance cleaning of small appliances or surfaces only?
- include a landfill run with your cleaning service or anticipate sorting the garbage and recycling into your bins?

*please let us know if you feel an adjustment to your service plan is needed.  
we aim tailor it to suit your family through all seasons of life*

# INTERIOR MAINTENANCE

## PRIORITY CONSIDERATIONS



### ROUTINE INTERIOR MAINTENANCE

MONTHLY | BI-MONTHLY | QUARTERLY

There are many maintenance tasks & projects we can assist with around your property.

Rather than finding a service provider for every new issue, we're cultivating and curating a range of valuable skills, tools and connections enabling us to provide or procure quality workmanship for your property as the circumstances warrant.

Enhance your service plan with our hassle-free interior maintenance support services.

### CONSIDER YOUR INTERIOR MAINTENANCE PRIORITIES:

We can create hassle-free maintenance reminders to provide or facilitate:

- HVAC filter changes and technician visits
- water filter changes and technician visits
- hot water sediment flushing
- lightbulb monitoring and changes
- smoke & co2 detector battery changes
- seasonal swap of screen/glass door inserts
- and more

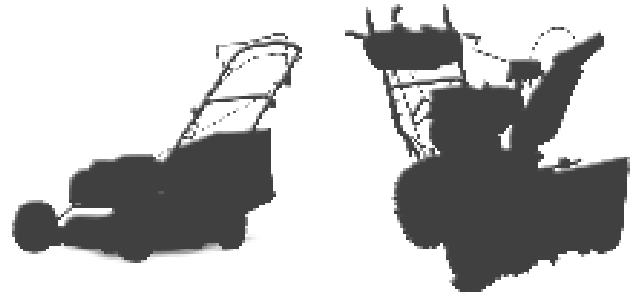
We can also handle less frequent projects:

- resurfacing and refinishing walls
- refinishing furniture sets
- replacing cracked caulking
- hanging pictures, mirrors and shelves
- addressing squeaky hinges
- adjusting or replacing door knobs
- scheduling and key holding for trades work
- estimate procurement or measurements
- and more

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# EXTERIOR MAINTENANCE

## PRIORITY CONSIDERATIONS



### ROUTINE EXTERIOR MAINTENANCE

WEEKLY | BI-WEEKLY | MONTHLY | QUARTERLY

There are many maintenance tasks & projects we can assist with around your property.

Rather than finding a service provider for every new issue, we're cultivating and curating a range of valuable skills, tools and connections enabling us to provide or procure quality workmanship for your property as the circumstances warrant.

Enhance your service plan with our hassle-free exterior maintenance support services.

### CONSIDER YOUR EXTERIOR MAINTENANCE PRIORITIES:

We can create hassle-free maintenance plans to provide or facilitate:

- spring & fall yard & garden clean up
- bi-weekly cut, trim, and blow plans
- garden maintenance & weeding
- annual deck and dock surface washing
- seasonal dock installation or tie off
- removing heavy snow from decks
- seasonal furniture placements and cleaning
- and more

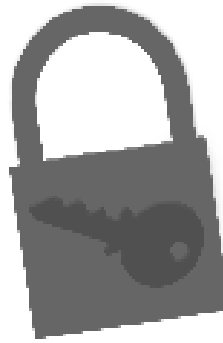
We can also handle less frequent projects:

- restaining decks and exterior furniture
- replacing deck boards
- fire pits & small rockscapes
- garden building
- firewood stacking
- eaves cleaning at low levels
- delivery of winter sand or salt
- estimate procurement and measurements
- and more

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# SECURITY & PEST PREVENTION

## PRIORITY CONSIDERATIONS



## ROUTINE SECURITY & PEST PREVENTION

WEEKLY | BI-WEEKLY | MONTHLY | BI-MONTHLY

You can never be too careful with an asset as significant as your property. Our service strategy is to emphasize preventative action whenever possible. We are not a licensed extermination or security service. Our services complement other essential security systems and licensed pest management professionals.

Our team is frequently monitoring the ongoing issues in the county. We do our best to stay apprised of seasonal shifts in pest activity and reports of unsavoury activity through various social channels and our networks.

Enhance your service plan with our piece-of-mind security & pest prevention services.

## STANDARD SECURITY & PEST PREVENTION SERVICES MAY INCLUDE:

We can create hassle-free maintenance plans to provide or facilitate:      We can also handle less frequent projects:

- interior and exterior cottage checks
- propane level checks
- generator status checks
- generator tech maintenance
- interior pest prevention clean and review
- exterior pest prevention clean and review
- and more
- pest cleaning
- security system installations
- pest management visits
- DIY pest management consultations
- and more

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# CLIENT ACKNOWLEDGMENTS

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

## **RATES AND FEES**

## **PAYMENTS**

## **BOOKING CONSIDERATIONS**

## **CONTACT INFORMATION**

## **SERVICE DAY CONSIDERATIONS**

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

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

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

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

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

# RATES AND FEES

## SERVICE RATES | EXTRAS

Integrity is one of our core values. Acting on principle, we start with transparency around service rates because trust and respect are foundational to our partnership for your property care.

Our rates reflect the skill, equipment and commitment required to be of service to remain sustainable and ensure you're receiving the value you expect for your hard-earned resources.

### STANDARD RATES



CLEANING SERVICES  
PERSONAL SHOPPING



PROPERTY CHECKS  
CONSULTATIONS & MANAGEMENT



MAINTENANCE  
RENTALS TURNOVERS

FACTORED IN TO 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.

### UNDERSTANDING THE SERVICE RATES

The charges invoiced for services are calculated around the arrival and departure time of the crew vehicle to consider hazardous condition walk-ins or additional on-site care tasks.

Cleaning services start with a four-hour service window, and our property checks, consultations, management, and maintenance services begin with a full hour.

### EXTRAS

Our standard rates account for the equipment and consumables we bring to deliver your service.

Other costs for materials going into your property for maintenance, repairs, or stock are invoiced. Extras 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 and any personal shopping requests and additional travel time associated with procuring these items.

# RATES AND FEES

## WEEKENDS HOLIDAYS & EMERGENCYS | LAUNDRY | WASTE DISPOSAL

### WEEKENDS HOLIDAYS & EMERGENCYS

Our standard hours of operation 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.

In emergencies, we'll try our best to help resolve issues without incurring additional costs depending on the issue's day, time and cause. However, at our discretion, we reserve the right to x1.5 or x2.0 the standard invoice rates after the service delivery.

Holidays and their nearest adjacent weekends are subject to x2 rates and service charge consideration. When a routine service falls on a holiday, we will communicate and make adjustments as possible to complete it on our next available service day.

Holidays observed:

New Years Day	Victoria Day	Labour Day
Family Day	Canada Day	Thanksgiving
Good Friday	Aug Civic Holiday	Christmas & Boxing Day

### LAUNDRY

Laundry tasks can happen during cleaning services and off-site.

Off-site laundry is completed at \$45 per load washed, dried and folded if the turnaround is for the next scheduled service. In case of urgent returns, applicable service rates apply.

Please let us know if you have a request for a specific or unscented laundry detergent.

### WASTE DISPOSAL

On standard services, we anticipate taking a small amount of waste associated with providing the service and sorting the remainder into your home waste system. If you opt for dump run services, the additional costs for travel time are added to the service, factoring in time to the nearest landfill plus any appropriate sorting time or disposal fees incurred.

Please follow county landfill sorting standards. All waste 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.

# BOOKING CONSIDERATIONS

## APPOINTMENT REQUESTS | CANCELLATIONS

### HOW TO REQUEST AN APPOINTMENT

Whether you request through call, text, email or the Client Hub, you will receive emails regarding your request. Please do not submit a booking request and assume confirmation.

Standard rates apply to bookings Monday to Friday between 9 a.m. and 5 p.m. Higher rates may apply if the bookings fall beyond our regularly scheduled hours or are for limited window rental turnover requests.

We reserve the right to reschedule appointments at any time due to crew illness, equipment error, hazardous travel conditions and other extenuating circumstances beyond our control.

### CANCELLATIONS

Our cancellation policy is protective, not punitive. The following considerations for cancellations or short-notice rescheduling requests are to help ensure our team isn't missing out on crucial earning opportunities by committing to providing services for clients like yourself.

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

#### CANCELLATIONS BETWEEN MAY AND OCTOBER :

14 days or more until the service.	no penalty will occur
13-8 days before the service.	a \$100+HST invoice will be issued.
7-5 days of the service,	a \$180+HST invoice will be issued.
less than 5 business days before the service	an invoice in the amount of \$45/h for the scheduled service time + HST will be issued.

Between the Victoria Day and Labour Day long weekends, rescheduling less than 7 days' notice is still considered a cancellation unless extenuating circumstances merit reprieve.

#### CANCELLATIONS BETWEEN NOVEMBER AND APRIL:

7 days or more until the service.	no penalty will occur
within 7 days of the service.	a \$100+HST invoice will be issued.
within 72 hours of the service,	a \$180+HST invoice will be issued.

# PAYMENTS

## METHODS | TIME LINES | LATE PAYMENTS

### PAYMENT METHODS

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

Credit card payments are subject to a 2.4% surcharge to offset the costs associated with credit card processing fees. This only represents a portion of the cost of processing credit cards.

### DEPOSITS

Large material-intensive projects require upfront deposits before the project commences.

In place of deposits for general services, we ask all clients to include a credit card on file in their Client Hub Wallet.

This wallet is accessible only through your email access. Jobber encrypts your payment data. Jobber is an Edmonton-based service technology trusted by service providers and their clients across Canada and the USA.

Please add and maintain a card on file to prevent service cancellation and risk further action in the event of missed payments. Credit card payments are subject to a 2.4% convenience surcharge to offset credit card processing fees. Additional fees will apply in cases of late payments.

### E-TRANSFER QUESTION AND ANSWERS

Our e-transfer account has auto-deposit, so a question and answer should not be required. Please include the invoice number or other notes about the paid invoice in the memo line.

### INVOICE TIMELINE

Invoices are considered payable upon receipt. We understand life can be chaotic. However, adequate cash flow provides stability to our team and their families.

The invoice will be charged to the card on file after 30 days, with an additional 2.4% late fee. If the card does not work for any reason, the late fees will accumulate at 2.4% a month.

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

# CONTACT INFORMATION

## METHODS | HOURS

### METHODS OF CONTACT

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

You can submit new service requests anytime directly through the Client Hub where you can review and make notes on open estimates, confirm appointment dates and edit cards on file.

EMAIL:	KACABACC@GMAIL.COM
OFFICE LINE:	705 - 809 - 0898
DUSTIN'S CELL:	905 - 449 - 7923
TARA'S CELL:	705 - 977 - 3162

After the Client Hub, the best way to contact us is through email and our office line. Even in the field, office voicemails get forwarded to us.

We provide our cell phones for your convenience. However, our work crossing the highlands often interrupts our signal, and we experience delays in receiving messages. If you don't get an answer relatively quickly when trying a cell, please follow up with an email or request through the client hub to ensure we can respond promptly.

### HOURS OF CONTACT

We are happy to receive emails and Client Hub requests anytime.

However, please place calls and texts for simple inquiries within regular business hours.

Due to the nature of our services, we do our best to monitor our phone lines at all times, and we have rates associated with consultations and after-hour services.

# SERVICE DAY CONSIDERATIONS

## BEFORE | DURING & AFTER

### PRE-ARRIVAL

Since our standard practice is to deliver services to vacant properties, our scheduled arrival time is only confirmable a day or two before the service. We design our routes so we can traverse the county in the most efficient manner possible.

Since we don't specify our arrival times in advance, please let us know if you know you will be on-site on the day our visit is scheduled.

Our goal is to make life easier, not become an area of concern, so we will do our best to communicate about preferred arrival windows while determining the best possible time based on our route and inform you in the days before our service.

For team safety and effective service delivery, please raise awareness of any hazards or areas of concern around your property.

We should be aware of sensitive surfaces and items requiring specific cleaning products and hazardous paths caused by natural terrain or areas concerns around the property.

### EXPECTATIONS FROM ARRIVAL TO DEPARTURE

When we do arrive on site, we strive to work efficiently and effectively. Our team captures general states of arrival and departure on camera.

If you are on-site during our visit, we ask for your cooperation in maintaining a healthy work environment. General friendly conversation is always welcome, but please remember service costs are structured around vehicle-to-vehicle arrival-to-departure time to ensure we're accurate with time in the event of walk-in scenarios or additional tasks.

Please direct concerns and requests to the on-site team lead unless a team member might be about to do something potentially damaging or dangerous. In those circumstances, please raise your concern with the individual and follow up with the on-site team lead or our office to ensure we can promptly address the situation.

On departure, when you're not on-site, we check to ensure all taps and lights are off, windows and doors are locked, and blinds get drawn.

Unless otherwise discussed, we review and send the job forms associated with your service and invoice at the end of the service day.

# SERVICE DAY CONSIDERATIONS

## OUR LIMITATIONS

### LIMITATIONS OF OUR SERVICES

We do our best to make a note of concerning items we become aware of during our time on site.

However, our checks are visual inspections of surface conditions. We cannot foresee incidents; we merely observe potential areas of concern during our services, including our security & pest prevention cottage checks.

### HAZARDOUS CONDITIONS AND EVENTS

We do not guarantee access to your property is clear or safe for any cottage owner, guest, visitor or other service providers. We accept no liability for injuries and incidents beyond our direct services and team during or after our services.

Everyone should act with caution at all times in cottage country and only proceed knowing the path they take presents risks undertaken of their confidence and ability.

Inclement weather conditions and cottage terrain present risks to persons and property, and the forces of nature can create hazardous conditions without warning.

In the winter, we carry and use sand and salt for our protection when accessing cottages. We also move some snow to access a property or redistribute snow loads off decks and paths.

We can deliver sand, salt or similar supplies to a single point on your property safely accessible by vehicle. Courtesy applications of these or snow-moving services do not guarantee safe passage.

Should you hire our assistance for turning off or shutting down water systems, we assume no liability for property damage caused by this service or damage to the water system.

We assist with this protective step of property care only if the step-by-step process for your property is explained to our team by an informed property owner or plumber as a means of protective action when there will be no occupancy for a sustained time or when a plumber is unavailable to access the property before an anticipated temperature drop.

We reserve the right to reschedule appointments at any time due to crew illness, equipment error, hazardous travel conditions and other extenuating circumstances beyond our control.



# THANK YOU

## LETS GET STARTED

### FOR BECOMING A KACABA COTTAGE CARE CLIENT

We appreciate how much you care for your property and family to hire our services.

### FOR UNDERSTANDING HOW WE CARE

We have developed a proprietary set of training documents for our team to provide a consistently high standard of care suitable for your family and property's unique nature.

Through ongoing training and regular feedback, we continue to hone these to create and elevate our standard of care so our team can grow to deliver with respect and consideration during your scheduled appointments.

If the standard of care you desire is unmet, please feel free to communicate with us. A mistake in delivering your service portfolio doesn't typically represent a lack of care from our team.

We're all human and bound to make mistakes from time to time. Often, we find a simple miscommunication in balancing property priorities has taken place between us.

We take pride in our work, strive to make it right, and implement the necessary changes to prevent ongoing concerns in the same area if we need to do better; This requires us to take your constructive feedback to deliver as expected.

### PLEASE LET US KNOW

Please let us know your questions or concerns about our services.

Please let us know if there's anything else we can do to help make life easier for you.

We look forward to working to enhance your property's interior and exterior care.

Thank you for choosing to work with Kacaba Cottage Care.

Our team is excited to find ways to make life easier for you and your family.