**Tyrone Wilson February 5, 2011**

Director of Housekeeping

**Hotel Felix**

111 W. Huron St.

Chicago, IL 60654

**Email: tyrone.wilson@hotelfelixchicago.com**

Dear Mr. Wilson:

We are pleased to present you this proposal for the deep restoration of your slate stone floors. After examining your property and discussing your needs, I have prepared the service outline below. If you have any questions regarding my proposal, please do not hesitate to call me. We estimate the project taking 3-4 evenings of eight hour shifts to complete.

If you decide to schedule the work, we will do our best to arrange the timing for the project around your occupancy levels so as not to disrupt your business.

***Current condition of flooring:***

Your slate flooring appears to have some medium to deep scratches with no excessive lippage or unevenness to the flooring. The tile is dirty in most areas and has grout and tile surface damage from prior cleaning procedures or chemical

We completed a demonstration on how the floors could look using the Renue Systems StoneCare System.

***Recommendation:***

It is our professional opinion that your floor be deep cleaned, diamond honed (grinding) along with an application of a stone enhancer to return it back to state where the surface is free from most scratches and has a nice deep, colorful luster.

***Renue Systems’s process description:***

**Step #1: PREP** all adjacent areas such as glass, wood, metal, carpeting, etc., with a protective film covering before any of the stone floor restoration begins. Place caution cones and wet floor signs around work area to warn customers and employees of any potential slip and fall hazards in the immediate work area.

**Step #2: CLEAN** slate with fluoride salts to remove soiling and enhance appearance of the grout lines. All of our *Hotel Hygiene®Plus* chemicals are formulated specifically for *Renue Systems.*

**Step #3: DIAMOND HONE** all slate tile, once, with 200 grit diamonds (grit is a measure of abrasiveness). This restoration process strips the top surface off the stone removing the deeply embedded scratches, embedded soils and floor finish products and creates a new surface ready to accept an enhancer.

**Step #4:** **REPAIR** all areas of compromised or missing grout. Color matching of existing grout will be within 75% or better of the original hue.

**Step #5:** **ENHANCE** all slate using our very own color enhancing formulation. This process enhances the natural color of the stone and provides a protective barrier against permanent staining.

***Pricing for lobby:***

***All lobby floors***

***Back hallway to offices***

***4 Elevators***

***Total……………………...……………………………………………………$4,400.00***

**If maintained each year by Renue Systems , it is conceivable that this floor should not require another extensive resurfacing for the next 5 to 10 years.**

***Ongoing Maintenance Service Plan:***

*Ongoing maintenance will only be provided if Renue Systems does the initial restoration of the flooring. This process of an ongoing maintenance plan, while not mandatory, will ensure that the investment made in restoring your marble floors will continue to have a high gloss and shine throughout the years to come.*

Quarterly (2x per year/approx. every 3 months) deep cleaning of the stone, light diamond honing of the surface scratches and re-application of the stone enhancer.

***Total………..…………………………………………………………..$1,500.00 per visit***

**PLEASE NOTE**

*Renue Systems will not be responsible for the following (but can address):*

* Chipped or cracked tiles
* Filling of mineral deposit holes in Travertine unless previously specified
* Compromised or missing grout
* Flooring where grout lines have been painted and are not the original grout color
* Uneven surface coloring and cracks that may be evident after floor is cleaned and free of sealer/wax and other coatings
* Permanent stains in the stone and grout

*\*48 hour cancellation notice required or a 15% cancellation fee will be charged.*

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# *Please complete this service agreement, sign it and return it to your local Renue Systems service provider.*

**Scope of Service:**

Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# Payment Terms:

# The sum of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the agreed upon price for the services rendered with payment to made as follows:

\_\_\_\_\_\_\_\_\_\_\_\_ payments each for $\_\_\_\_\_\_\_\_\_\_\_ according to the following schedule:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check here if your property will be paying by P-Card \_\_\_ or credit card \_\_\_

*Card #* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Card type* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Exp. date* \_\_\_\_\_\_\_\_\_\_

# Acceptance of Service Agreement

The above pricing, specifications, terms and conditions are satisfactory and you are hereby authorized to commence the work as specified.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Property:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P.O. # (if needed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_