**Erick Del Cid December 13, 2019**

Director of Housekeeping

**Level Hotel Chicago**

1140 N. Wells St.

Chicago, IL 60610

Email: [edelcid@stayinglevel.com](mailto:edelcid@stayinglevel.com)

Dear Erick-

Thank you very much for the opportunity to earn your business. We are pleased to present you this proposal for the deep restoration cleaning of your carpets. If you have any questions regarding my proposal, please do not hesitate to call me.

***Why choose* Renue Systems *for your deep cleaning needs?***

* We are the leading provider of comprehensive deep cleaning services exclusively to the hospitality industry – we have proudly serviced thousands of hotels over our 30 year history
* We are the only company that has been a North America approved vendor of **Avendra** since its formation
* Expertly trained, certified and uniformed employees that specialize in working in the hotel environment – no micromanaging of our team by your team is needed
* Proprietary equipment and chemicals, well-tested methodologies and significant ongoing R&D to provide top results
* Extremely responsive scheduling and highly flexible payment plans to meet your changing needs – we work when it is convenient to you and on a 24/7 basis
* Easy to understand and transparent pricing – and all our work is 100% guaranteed to your satisfaction

At your property we will perform the following methodology, a well-tested technique we have developed over the years in conjunction with the leading deep floorcare cleaning association and the largest floorcare manufacturers:

**Our deep clean process-**

1. **INSPECTION:** All carpeting is inspected to determine fiber consistency. Wool carpet and synthetic carpet must be treated very differently
2. **CHEMICAL:** Chemical formulations are then constructed based on Fiber I.D. and manufactures’ specifications.
3. **SAFETY:** Wet floor signs, carpet runners and caution cones are placed in the immediate work area to ensure the safety of your guests and employees during our cleaning.
4. **PRESPOTTING:** Carpeting is then pre-treated using Renue System’s exclusive soil release chemical.
5. **AGITATION:** Carpet fibers in traffic or heavily soiled areas are addressed using a state-of-the-art scrubber with two counter rotating cylindrical brushes that reach deep into the carpet pile and loosen the imbedded soil.
6. **CLEANING:** Carpet is cleaned using **Renue Systems** exclusive extraction equipment coupled with hot water extraction (HWE), to remove the overall soil load. HWE has been proven the best method to remove the largest amount of soil from the carpet and is the preferred method of cleaning by most carpet manufacturers.
7. **NEUTRALIZATION:** An all-fiber rinse agent is used during the extraction process to soften and brighten colors of the carpet fiber.
8. **DEODORIZER:** A deodorizing solution is included in every service. We have a multitude of fragrances for the hotel to choose from.
9. **DRY TIME:** Air-movers are placed at the threshold of every guestroom entranceway or in every corridor/banquet room to speed dry the carpeting ensuring a quick turnaround for guest occupancy.

***Project details and costs for proposed cleaning***

**Carpet & Upholstery cleaning on 8th floor and Lobby:**

**Family Lounge-**

* Area rug $75
* Sectional sofa $100
* 2 small club chairs $40
* 3 foot stools $30

**2 runners on 8th floor**-$100

**Chefs Demo Kitchen-**

* Area rug $75

**Old Town Park Lounge-**

* 2 area rugs $125
* Large blue sectional $100
* Blue bench seating $125
* 3 grey club chairs $60
* 4 grey dining chairs $40

**Social Lounge-**

* 2 dark red sectional sofas $200
* 4 grey club chairs $80
* Pink & grey bench seating $125
* 2 area rugs $125

**Game Room-**

* 6 blue chairs $90
* 3 foot stools $30
* Blue bench seating $125

**Meeting Room-**

* Carpet $75
* 8 chairs $80

**Lobby-**

* 4 club chairs $60
* 2 grey sofas $250
* 2 area rugs $175
* 1 entrance foyer rug by revolving door $45
* 4 elevator rugs $60

**PLEASE NOTE:**

*\*72 hour cancellation notice required or a 15% cancellation fee will be charged.*

*\*Renue Systems requires a $500.00 minimum service call charge per visit. This is NOT in addition to any scheduled work.*

*\** *In order for us to keep our costs down and finish your project in the time allotted, we will need access to all rooms in a consecutive order, even occupied rooms. We can do the entire property in just a few days minimizing the impact to guests and staff. Please notify guests of the pending service with a notice inside the rooms and at the front desk showing dates and times for the service. We have a sample notice template, if needed. We will not do rooms that have DND signs or are physically occupied with a guest. Most properties will assign a hotel staff member to open doors for us and to provide a hotel presence during our cleaning. If you cannot have a staff member do this, please assign a key and room list to our project foreman. We are in and out of the room quickly in 15 minutes or less. New policy effective August 2021 please read: Due to the labor shortage and high demand on our services, we must complete your project on the dates scheduled. If you have remaining rooms that you could not allow us access to during the dates agreed upon, you will be invoiced in full and there will be an additional charge to reschedule those remaining rooms. Thank you for your understanding during these challenging times.*

*\*Above pricing includes moving of baskets, desk chairs, lamps and other light furniture. 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 just for the exposed traffic areas only, however we do clean in the closets, behind all doors and any other visible areas. We can address and price separately the moving furniture and cleaning those areas, if necessary.*

*\*Hotel to also provide complimentary parking during any scheduled work or cost for that will be billed back to the hotel.*

Please also 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
* Beverage stains
* Dye stains such as red drink and hair dye
* Cigarette burns

**Note some staining in the carpet fibers may be permanent and not removable with cleaning**

**We will be glad to afford you payment terms to work within your budget**



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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 check \_\_\_

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

*3 Digit Security Code (back of card)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*We reserve the right to charge a credit card fee for a project paid by credit card exceeding $10,000*

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_