

POLICY TITLE: Unsanitary and Hazardous Conditions

At Move Central, the health and safety of our employees is of utmost importance. We reserve the right to refuse service if unsanitary conditions or hazardous conditions are encountered at a customer's location. Customers must disclose any such conditions when booking services with Move Central, with supporting photos or videos. If our movers identify these conditions upon arrival, one of the following actions will be taken based on the severity of the conditions:

1. **Service Declined:** If the conditions are deemed too severe, service may be declined, and a minimum charge of 3 hours plus a truck & fuel fee will apply to the card on file to compensate our crew for their time and effort.
2. **Service Provided with Additional Charge:** If the conditions are manageable but still unsanitary, service will be provided selectively with an additional reasonable charge for unsanitary conditions to compensate our crew for the extra effort and potential risks involved.

Unsanitary or hazardous conditions include, but are not limited to:

- Presence of mold or mildew
- Infestations of insects or pests (e.g., bed bugs, cockroaches, rodents)
- Excessive clutter or hoarding behavior
- Dirty or unsanitary bathroom or kitchen conditions (e.g. dirty dishes, overflowing trash)
- Presence of hazardous materials (e.g., asbestos, lead paint, chemicals)
- Foul odors due to lack of cleaning or maintenance
- Accumulation of pet hair or waste
- Poor air quality due to cigarette smoke or other pollutants
- Structural damage or instability in the home
- Unrestrained animals or aggressive pets

We appreciate your cooperation in helping us maintain a safe working environment for our employees.