

Terms of Service

This agreement covers the terms of service for general cleaning services provided by Clean & Serene. Our policies may vary for residential and commercial services. If additional contracts are signed, these terms of service may be overridden. Clean & Serene maintains responsibility for ensuring all terms are verbally agreed upon and confirmed in writing prior to beginning service.

Overview:

1. Introduction
2. Scope of Services
3. Services Not Provided
4. Scheduling, Access, and Lock-Out Policy
5. Pricing, Payment, and Fees
6. Cancellations and Rescheduling
7. Client Responsibilities
8. Satisfaction Guarantee
9. Breakage, Damage, and Liabilities
10. Safety Policies
11. Staff Conduct
12. Termination of Services
13. Keys, Codes, and Confidentiality
14. Commercial Client Agreements

1. Introduction

Welcome to Clean & Serene (“we,” “us,” “our”). By scheduling or using our residential or commercial cleaning services (“Services”), the client (“you,” “Client,” “Customer”) agrees to the terms described below. These Terms of Service constitute a binding agreement between you and Clean & Serene.

2. Scope of Services

Clean & Serene provides professional cleaning services for:

2.1 Residential Cleaning

- Standard recurring cleaning
- Deep cleaning
- Move-in/move-out cleaning
- Add-on tasks (e.g., inside appliances, interior windows, baseboards)

2.2 Commercial Cleaning

- Office cleaning
- Retail cleaning

- Janitorial services
- Post-construction or post-renovation cleaning

A detailed list of what is included and excluded may be provided at booking or in a service agreement.

3. Services Not Provided

For safety and liability reasons, Clean & Serene does not provide:

- Mold, biohazard, or hazardous waste removal
- Pest control
- Exterior window cleaning above ground level (unless agreed)
- Heavy lifting over 25 lbs
- Cleaning of areas with excessive clutter or hoarding without prior agreement
- Cleaning of fragile, irreplaceable, or high-value items unless instructed and approved

4. Scheduling, Access & Lock-Out Policy

4.1 Appointment Times

We provide arrival windows based on scheduling and travel time. Delays of 15–30 minutes may occur.

4.2 Property Access

Clients must ensure the property is accessible on the scheduled day and time. Acceptable access includes:

- Being home
- Providing a key
- Providing a door code or lockbox

4.3 Lock-Out Fee

If cleaners cannot access the property, a lock-out fee (typically 50–100% of the service cost) may be charged.

5. Pricing, Payment, and Fees

5.1 Payment Due

Payment is due:

Residential: at or immediately after completion of service

Commercial: as stated in contract terms (e.g., net-15 or net-30)

5.2 Additional Fees

If the job requires significantly more time or labor than described during booking due to excess dirt, clutter, or conditions not disclosed, additional charges may apply.

5.3 Late Payments

Late or outstanding invoices may incur a fee. Clean & Serene reserves the right to pause service until the account is current.

6. Cancellations & Rescheduling

6.1 Notice Requirement

We require 24–48 hours notice for cancellations or rescheduling.

Late cancellations may be subject to a cancellation fee (usually 50% of service cost).

6.2 Same-Day Cancellation

Same-day cancellations or no-shows are charged at full service cost.

7. Client Responsibilities

To ensure satisfactory service, the client agrees to:

- Disclose any household allergies or cleaning products or fragrances to avoid
- Provide electricity, running water, and adequate lighting
- Secure pets (or notify us of animals on premises)
- Declutter surfaces and floors prior to arrival
- Notify cleaners of fragile items, hazards, alarms, and special instructions
- For commercial clients: provide badges, after-hours access, or security instructions

8. Satisfaction Guarantee

If you are not satisfied with the cleaning, notify us within 24 hours. We will return within 5 business days to correct the issue at no additional cost. We do not offer partial refunds in place of re-cleans.

The guarantee does not apply to:

- Areas not included in the booked service
- Pre-existing damage
- Conditions not disclosed at booking

9. Breakage, Damage & Liability

9.1 Damage Reporting

Any damage caused by our staff must be reported within 24 hours.

9.2 Liability Limitations

Clean & Serene is not responsible for:

- Items not properly secured or fixed
- Pre-existing damages
- Normal wear and tear
- Cleaning of delicate or high-value items unless specifically agreed upon

10. Safety Policies

Cleaners may refuse service if they encounter:

- Dangerous conditions
- Aggressive behavior
- Biohazards
- Unsafe environments
- Illegal substances

Workplace safety laws (e.g., OSHA) apply to commercial job sites.

11. Staff Conduct

Clean & Serene ensures that staff are trained, professional, and background-checked (if applicable). Staff are prohibited from:

- Smoking in or on client properties
- Using client appliances or electronics not needed for cleaning
- Handling firearms or personal financial documents
- Entering restricted areas

All staff follow our sanitation practices, health and safety protocols, and are WHMIS trained.

12. Termination of Services

Either party may terminate recurring services with reasonable notice. Failure to provide adequate notice may result in a cancellation fee (see: 6. Cancellations and Rescheduling)

Clean & Serene may terminate service immediately due to:

- Harassment or unsafe conditions
- Nonpayment
- Repeated cancellations or lock-outs

13. Keys, Codes & Confidentiality

All access methods (keys, key cards, alarm codes) are handled securely.

Clean & Serene respects client confidentiality and will not disclose personal or business information.

Clean & Serene may take photos and videos during service for business and marketing purposes. You may choose to opt out of this for any reason. We never disclose any personal information, names, or photos in public media content.

14. Commercial Client Agreements

Commercial clients may require a separate written contract covering:

- Service frequency
- Security protocols
- Lock-up procedures
- Equipment storage
- Insurance requirements
- OSHA compliance

When in conflict, the commercial contract overrides these general terms.