

# TERMS OF SERVICE AGREEMENT FOR QUARANTINE CLEAN SOLUTIONS, LLC

*Effective Date: 02/18/2025*

This Terms of Service Agreement (the "Agreement") sets forth the terms and conditions between Quarantine Clean Solutions, LLC ("Company," "we," "our," or "us") and the undersigned ("Customer" or "Contractor") for the provision of cleaning services and independent contractor work for residential and Airbnb properties. By accessing or using our services, including scheduling, performing, or receiving cleaning services, the Customer and Contractor acknowledge and agree to be bound by the terms outlined in this Agreement.

## 1. INTRODUCTION

By using the services of Quarantine Clean Solutions, LLC, including but not limited to booking cleaning services, contracting for cleaning jobs, or accessing our website, you agree to the terms and conditions set forth in this Agreement. This Agreement applies to both Customers who purchase cleaning services and Contractors who perform cleaning services as independent contractors. You understand that by accepting the terms of service, you are legally bound by all provisions in this document, and your usage of our services will be subject to the guidelines herein.

## 2. DEFINITIONS

- **Customer:** Refers to any individual or entity that purchases cleaning services from Quarantine Clean Solutions, LLC. Customers are responsible for scheduling, paying for, and providing access to the property to be cleaned as outlined in this Agreement.
- **Contractor:** Refers to an independent contractor (1099 worker) who is contracted by Quarantine Clean Solutions, LLC to provide cleaning services for residential homes, apartments, condos, co-ops, Airbnb properties, or other locations as outlined by a service agreement. Contractors are responsible for their own taxes, business expenses, and insurance.
- **Services:** Refers to the cleaning services provided by Quarantine Clean Solutions, LLC, including but not limited to one-time cleaning, recurring bi-weekly cleaning, monthly cleaning, move-in/move-out cleaning, and deep cleaning for residential properties and Airbnb or VRBO homes. Services may include sweeping, mopping, vacuuming, bathroom cleaning, kitchen cleaning, bedroom cleaning, dusting, and additional tasks such as appliance cleaning, window cleaning, etc.

## 3. SERVICES PROVIDED

Quarantine Clean Solutions, LLC offers a variety of residential cleaning services to Customers, which include:

- **One-Time Cleaning:** A single, one-time cleaning of a property, which includes basic cleaning tasks such as sweeping, mopping, vacuuming, dusting, and cleaning of bathrooms, kitchens, bedrooms, and living spaces.
- **Bi-Weekly and Monthly Recurring Cleaning:** Regular cleaning services performed every two weeks or monthly, which include the same tasks as one-time cleaning with a focus on maintaining cleanliness over time.

- **Move-In/Move-Out Cleaning:** Comprehensive cleaning services provided before moving into or out of a property, which may include cleaning of cabinets, appliances (microwave, oven, fridge, etc.), behind appliances, windows, sliding glass doors, and full interior cleaning.
- **Deep Cleaning:** A more intensive cleaning service, including all the tasks of standard cleaning, with additional services such as interior window cleaning, behind appliances, and other intensive tasks.

*Note: All services performed will be based on the specific scope agreed upon before the cleaning appointment. Customers will receive a detailed scope of work prior to the cleaning. Any additional requests outside the specified scope must be communicated in advance.*

#### **4. PAYMENT AND PRICING**

- **Customer Payment:** All Customers are required to pay a flat fee for the selected cleaning service. Payments will be charged to the Customer's card on file prior to or upon completion of the service. For recurring cleaning services, payment will be charged on a recurring basis according to the scheduled service dates.
  - *Payment Methods:* Payments can be made via credit card or other payment methods as specified by Quarantine Clean Solutions, LLC.
  - *Cancellation Policy:* Customers must cancel a One-Time Cleaning at least 24 hours before the scheduled appointment. Recurring cleaning services (e.g., bi-weekly, monthly) must be canceled at least 48 hours before the scheduled cleaning. Failure to provide sufficient notice will result in a charge for the full cleaning amount.
- **Contractor Payment:** Contractors will be paid on a per-job basis. Payments for each job will be made in a lump sum after the service is completed. Contractors can expect to earn an average of \$25-\$35 per hour, depending on the size and scope of the cleaning job. Payment for completed jobs will be disbursed every Friday for jobs completed the previous week.

#### **5. INDEPENDENT CONTRACTORS**

Contractors are considered **independent contractors** (1099 workers) and not employees of Quarantine Clean Solutions, LLC. Contractors are responsible for their own taxes, insurance, and business-related expenses, including cleaning supplies and transportation.

Contractors shall:

- Be solely responsible for their own business expenses, including but not limited to cleaning supplies, transportation, and gas.
- Complete all services in accordance with the agreed-upon scope of work.
- Be paid in lump sums for each job completed, based on the scope of work.
- Not be entitled to employee benefits such as health insurance, workers' compensation, or paid time off.

## 6. CUSTOMER RESPONSIBILITIES

Customers agree to:

- Provide access to the property to be cleaned (e.g., keys, gate codes, parking instructions).
- Inform the company of any areas that should not be cleaned or accessed.
- Notify Quarantine Clean Solutions, LLC of fragile items or any special cleaning instructions before the scheduled cleaning service.
- Cancel services within the required time frame (24 hours for One-Time Cleans, 48 hours for recurring cleans).
- Pay the agreed-upon fees for services rendered in a timely manner.

## 7. CONTRACTOR RESPONSIBILITIES

Contractors agree to:

- Perform services with professionalism and in accordance with the highest quality standards.
- Follow the scope of work as outlined for each job. Contractors should ensure they complete all tasks as described, including sweeping, mopping, vacuuming, cleaning bathrooms, kitchens, and bedrooms. Deep and move-in/move-out cleans may include additional tasks such as appliance and window cleaning.
- Communicate any discrepancies or issues with the scope of work to the customer or Quarantine Clean Solutions, LLC before completing the service.

## 8. LIABILITY AND DISCLAIMERS

- Quarantine Clean Solutions, LLC is not liable for any damages to the property or personal injury unless caused by the negligence of the company or its contractors.
- Contractors are responsible for any damages they cause during the cleaning service, unless it is proven that the damages were caused by gross negligence or willful misconduct.
- **Quarantine Clean Solutions, LLC** is not liable for any damages to personal items, unless caused by contractor negligence.

## 9. CONFIDENTIALITY

- Quarantine Clean Solutions, LLC will not share customer information (name, address, phone number, email, or payment information) outside of the company for any reason.
- Contractors must maintain confidentiality regarding all customer details and not disclose any information to third parties.

## 10. NON-SOLICITATION

Contractors agree:

- Not to solicit or attempt to take customers away from Quarantine Clean Solutions, LLC for personal cleaning services. Any attempt to do so will result in legal action.

## 11. TERMINATION OF AGREEMENT

- **Contractor Termination:** Contractors can terminate their relationship with Quarantine Clean Solutions, LLC by providing 48 hours' written notice. If the contractor fails to provide the required notice before a scheduled job, they will be responsible for any associated costs.
- **Company Termination:** Quarantine Clean Solutions, LLC can terminate the contractor relationship at any time, with or without cause, for reasons such as misconduct, failure to perform duties, unprofessional behavior, theft, or illegal activity.

## 12. CHANGES TO TERMS

Quarantine Clean Solutions, LLC reserves the right to amend or modify these Terms of Service at any time. Any changes will be communicated to customers and contractors, and continued use of the services will constitute acceptance of the updated terms.

## 13. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the state of Arizona, without regard to its conflict of law principles. Any legal disputes arising from this Agreement will be handled in the courts of Arizona.

## 14. CONTACT INFORMATION

For any inquiries regarding these Terms of Service, please contact:

- **General Inquiries:** [admin@quarantineclean.com](mailto:admin@quarantineclean.com)
- **Owner Contact:** [ryan@quarantineclean.com](mailto:ryan@quarantineclean.com)

### Acceptance of Terms

By using the services of Quarantine Clean Solutions, LLC, whether as a customer or contractor, you acknowledge and agree to be bound by the terms outlined in this document.