



# Clean House Calgary Inc.

## CLIENT SERVICE AGREEMENT

Thank you for choosing Clean House Calgary for your cleaning needs. We know you have other choices and are extremely grateful that you've chosen us to clean your home / office.

This Agreement (the "Agreement") is made and entered into by and between Clean House Calgary Inc (the "PROVIDER") and you, the "CLIENT".

This Agreement shall be deemed valid and effective upon the date signed and/or agreement to the Terms of Service on our Website. Specific services to be provided by PROVIDER to CLIENT are detailed in the attached "Cleaning Checklist" unless otherwise agreed upon.

### **Work Hours & Holidays:**

The Office is open Sunday through Friday 7 am to 7 pm. We will attempt to respond to all communication within 24 hours or less during these hours. We typically do not work on Saturdays or General Holidays (as defined by the Government of Alberta).

### **Payment / Rates:**

We bill a flat rate based on approximate square footage, number of bedrooms, number of bathrooms and how often the home is professionally cleaned. Rates work out to approximately \$45/man-hour and include supplies. **We supply cleaning products and cloths but ask that you supply the vacuum, mop/pail (or other method to clean the floors) and the toilet bowl brush(s).** Ask about funding for Low Income Seniors, if applicable.

**Payment is due at time of service.** Our Cleaners do not accept cash or cheques for cleaning services. We accept payment electronically through email transfer to **Pay@CleanHouseCalgary.ca** or by credit/debit card (via the Wave invoicing program). If you choose to tip your cleaner, you can either do so directly in cash or add it to your payment and the full tip amount will be forwarded to your cleaner.

Move-out, Deep Clean or Post-Construction Cleans for first-time clients require at least 50% of total cleaning estimate upfront.

### **Special or Miscellaneous Projects:**

Miscellaneous projects are welcome. Simply email or text with your special requests so we can book in the appropriate time for your next scheduled clean or book a separate time for the project. You can also add the Extras via our on-line Contact Us form at CleanHouseCalgary.ca

### **Cancellation Policy:**

Notice of cancellation is appreciated 48 hours in advance of the appointment time. Cancellations received less than 24 hours prior to your scheduled clean may incur a \$45 fee. This ensures our fantastic employees maintain a predictable income. Please consider coded access if at all possible and be aware that a lock-out fee will be charged if we arrive at the location, at the scheduled, agreed upon time and

can not gain access in order to clean (see Alarm System, Lockbox Codes & Lock-out fee below). Late cancellation fees may not apply to emergencies, inclement weather, etc. Also, please contact us to rebook if anyone in the household is currently ill.

Any requests to add or subtract services, change frequency, skip an appointment, etc., need to be done through the Office in order to avoid miscommunications. Please contact the Office directly by phone/text at (587) 779-5451 or email [maggie@cleanhousecalgary.ca](mailto:maggie@cleanhousecalgary.ca). There is also a "Contact Us" form on our website ([CleanHouseCalgary.ca](http://CleanHouseCalgary.ca)).

### **Alarm System, Lockbox Codes & Lock-outs:**

It is not necessary to be at home while we are there cleaning but, if you have an alarm, make sure we have the code so we can disarm the alarm when we arrive, and set it again when we leave. We will also require a house key (in a lockbox) or lock / garage code if needed to access your home. If we arrive but cannot gain access in order to clean, (eg - someone is usually home to let us in but forgot we were coming or the code has been changed) there will be a \$90 lock-out fee. We will text/call you and allow up to 15 minutes to hear back before moving on with our daily schedule. Door codes and Lockbox codes are securely stored at all times and not available to anyone other than our Office and/or your Cleaner.

### **Rescheduling:**

At one point or another -- for whatever reason -- one of us is going to need to reschedule your cleaning. Communication is key. Call, text or email as soon as you know there is a conflict, and we will do the same. We will do our best to reschedule your cleaning at the next earliest convenience. While we will always try to pair you up with your preferred Cleaner, it may be necessary to periodically send one of our other qualified, trained Cleaners. As long as we have 24-hours notice there will be no \$45 cancellation charge. (Late cancellation fees may not apply to emergencies, illness of a household member etc. so please let us know why you are rescheduling)

### **Parking:**

You are responsible to ensure that Parking is reasonably available for the duration of your clean. Any parking costs required in order for your Cleaner to park Legally within a reasonable distance from the cleaning location are the responsibility of the Client and can be paid directly to the Cleaner, parking authority or can be added to the payment of your invoice to CHC.

### **Home Preparation:**

Please pickup excess clutter, this allows us to focus on cleaning. Most rooms should only require 5 minutes of decluttering/organizing by your Cleaner. We will only wipe accessible parts of any surface covered more than 70%. Please let us know if you require help to tame, organize or prepare your spaces as we understand that this can seem overwhelming for you and may require extra time for your Cleaner.

If bed linens are to be changed, please leave appropriate linens in the room to be changed. We do not snoop in your closets, nor search for sheets/pillow cases that fit! (Extra time may be required to change linens.)

The property needs to have running water and electricity, there must be no other contractors working inside the space to be cleaned and the property must be free of pests. If these conditions are not met, it will be considered "unable to be cleaned" and a charge of 50% of the cleaning fee will be due.

**Safety:**

We normally only permit use our own products as we try to meet a balance of environmental awareness, safety and effective cleaning. All products must be premixed and labeled properly to avoid cross-contamination or mixing of inappropriate combinations of chemicals. Having said that, if you have health concerns that require something different than what we use, please discuss this with the Office so that we can provide your Cleaner with a product that is acceptable to both the Provider and Client or allow you to provide an alternative.

Note: We do not typically carry Bona brand floor cleaner so if you currently use Bona, please let us know (it is important that other products not be used on "Bona" floors). In most cases, you will need to provide this product.

We use indoor-only shoes which are clean for your home and safe for us.

We will lift/move items up to about 25 pounds. This limit is to protect your floor and our staff from predictable injury.

We clean what can be reached from a standing position on the floor or two-step step stool (provided by the Client) during a maintenance clean (three or four-step for deep cleans).

For our safety we lock the front door while we are cleaning and will not answer it unless you notify us you are expecting someone. We are happy to bring in delivery packages upon our departure provided they are manageable and under our weight limit.

We will not clean up large amounts of mold or any animal/human waste (found outside of a toilet).

When feasible, please keep the temperature reasonable (17-24C) to allow for safe and efficient cleaning. Too hot / too cold could result in extra time required to clean.

**Pets:**

We love your pets and they are welcome to roam provided they are friendly and won't interfere with the cleaning process. We will not clean up pet waste or let your pet outside to "do business" (we can not take responsibility for your pet's safety outside). If necessary, we will ask you to crate/confine your pet(s) while we clean the floors or other specific areas of the home. Please note that the **Satisfaction Guarantee** may not apply to the floors if people or pets are moving around the property that is being cleaned as it is inevitable that pet hair will be transferred from one area to another!

**Photos / videos:**

Photos will only to be taken for quality control purposes. If we would like to take photos in your home to use for marketing purposes, your specific permission will be solicited for each photo proposed for use on our website or other marketing after we remove any location indicators and identifying information. This includes before and after pictures.

**Valuables (yours):**

Please store (or notify us to avoid handling) any items which are very fragile or are of large monetary or sentimental value. Also, we do not hold responsibility for the spontaneous combustion/shattering of shower doors (hey, apparently it's a thing ?!)

**Valuables (ours):**

CHC Cleaners are not “up for grabs”! A considerable amount of time, effort and money is involved in attracting, recruiting, training, and retaining our amazing Cleaners. It is not OK to offer direct employment for the same or similar work that they perform as a CHC employee.

**Satisfaction Guarantee:**

If there are any aspects of the clean you are not satisfied with, please notify us within 24 hours and we will come to correct it as soon as possible. Our goal is complete satisfaction and as such, we do not offer refunds. All feedback is considered for our staff training program.

**Feedback & Referrals:**

We will check in with you after the first clean and periodically thereafter to ensure you are pleased with our services. You will be given the opportunity and are encouraged to give us feedback on any Cleaner that cleans your home. No complement or complaint is too small or silly and all of them help our staff learn as well as improve/shape our training program. Any praise is helpful to recognize and reward our hardworking cleaning technicians.

We love having the opportunity to clean for your family, friends and neighbours. As a small business, referrals and reviews are greatly appreciated and are extremely valued. If you are comfortable giving a 5-star review, please consider reviewing us on Facebook, NextDoor and/or Google (if not, please let us know how we can earn the 5 stars!)

**“Love your cleaning tech? Every 5-Star review helps them earn bonuses and fun prizes!”**

By signing below or indicating agreement via our website or otherwise in writing, parties attest that they have read, understand, and agree to all terms and conditions herein.

CLIENT

Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Address to be cleaned: \_\_\_\_\_



## General Cleaning Checklist

<p><b>Kitchen</b></p> <ul style="list-style-type: none"> <li>Clean exterior of all appliances</li> <li>Clean interior of microwave</li> <li>Wipe exterior of cabinets (fingerprints)</li> <li>Clean cabinet handles</li> <li>Wipe tables/bar tops/chairs</li> <li>Load dishwasher (if applicable)</li> <li>Clean countertops &amp; backsplash</li> <li>Clean exterior of hood/fan</li> <li>Clean &amp; polish Sink &amp; faucet</li> <li>Empty trash</li> <li>Vacuum / wash floor</li> </ul>	<p><b>Bedrooms</b></p> <ul style="list-style-type: none"> <li>Make bed(s)</li> <li>Tidy small objects (&lt; 5 Minutes)</li> <li>Dust and wipe lamps</li> <li>Dust picture frames</li> <li>Dust door frames, window frames &amp; floorboards</li> <li>Dust / wipe horizontal surfaces</li> <li>Dust / wipe sills &amp; ledges</li> <li>Clean mirrors</li> <li>Empty trash</li> <li>Vacuum floor</li> <li>Wash floors (if applicable)</li> </ul>
<p><b>Bathrooms</b></p> <ul style="list-style-type: none"> <li>Clean &amp; polish tub/shower/grout</li> <li>Clean &amp; polish all glass</li> <li>Clean mirrors</li> <li>Clean cabinet doors &amp; handles</li> <li>Clean countertops &amp; backsplash</li> <li>Clean &amp; polish sink &amp; fixtures</li> <li>Clean &amp; disinfect toilets</li> <li>Empty trash</li> <li>Clean floorboards &amp; floors</li> </ul>	<p><b>Common Areas</b></p> <ul style="list-style-type: none"> <li>Tidy small objects (&lt; 5 Minutes)</li> <li>Dust any décor, shelves &amp; tabletops</li> <li>Clean mirrors</li> <li>Quick vacuum/wipe &amp; arrange cushions</li> <li>Dust door frames, window frames &amp; floorboards</li> <li>Dust / wipe sills &amp; ledges</li> <li>Empty trash</li> <li>Vacuum floor</li> <li>Mop floors (if applicable)</li> </ul>