



Agreement for cleaning services

This agreement for cleaning services between _____ ("Client") and Top to Bottom House Cleaning ("Provider") is made and entered into upon the following date: ____/____/____.

Client's property located at _____, ("Property") will be cleaned by PROVIDER in accordance with the following terms.

1. SCOPE OF SERVICE

PROVIDER will provide to Client the following cleaning services:

LIVING ROOM, DEN, HOME OFFICES, HALLS, BEDROOMS, ETC.

- ✓ Dust Ceiling Fans & High Areas For Cobwebs, Open & Even Out Curtains & Blinds If Nice View (Ocean, Bay, Private Yard)
- ✓ Dust Bookshelves, Picture Frames, Decorative Items, Light Fixtures & Bulbs, Fireplace Mantels, Wall Vents, Tabletops & Chairs
- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Windex Mirrors & Glass Tabletops (No TVs), Front Doors & Sliding Glass Doors (Inside Only) Apply Final Touches Such As Folding Blankets, Straighten Pillows & Items On Tables, Hide Appliance Cords Behind Appliances
- ✓ Vacuum Floors, Carpets, Mats, Baseboards & Stairs
- ✓ Mop Tile & Wood Floors

KITCHEN

- ✓ For Residentials Only: Wipe Crumbs & Spills On Fridge & Freezer Shelves
- ✓ Clean Exterior Front Of Fridge & Freezer
- ✓ Clean Interior & Exterior Of Microwave
- ✓ Clean Exterior Front Of Oven, Wipe Away Crumbs & Spills From Under Burners Or Glass Top Range
- ✓ Polish All Chrome Appliances
- ✓ Clean Exterior Front of Cabinet Doors
- ✓ Clean Countertops Using Surface-Appropriate Cleaning Solutions
- ✓ Clean Sink, Faucet, Backsplash & Polish Chrome Fixtures
- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Apply Final Touches Such As Folding Hanging Dishtowels, Straighten Countertop Items, Hide Appliance Cords Behind Appliances
- ✓ Vacuum Floors, Mats & Baseboards
- ✓ Mop Tile Floors
- ✓ For Rentals Only: Throw Out Perishables, Condiments & Beverages That Are In Fridge & Freezer



BATHROOM

- ✓ Windex Mirrors & Dust Vanity Lights
- ✓ Clean Exterior Front Of Vanities & Cabinets
- ✓ Clean Sink, Faucet, Backsplash & Polish Chrome Fixtures
- ✓ Clean Showers, Tubs, & Polish Chrome Fixtures
- ✓ Clean Interior & Exterior Of Toilets With Bleach
- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Apply Final Touches Such As Folding Hand Towels, Straighten Items On Countertop, Hide Appliance Cords Behind Appliances
- ✓ Vacuum Floors, Mats & Baseboards
- ✓ Mop Tile Floors For Rentals Only: Throw Out All Toiletries & Soaps

2. TERM

PROVIDER will begin cleaning services on ____/____/_____. PROVIDER will provide cleaning services at the following frequency:_____

3. PAYMENT

Clients agrees to pay \$_____, (_____ dollars) per hour by credit card, or check made payable to Top To Bottom House Cleaning on each day that service is provided.

If the payment is made by credit card, a 5% fee will be increased.

Provider reserves the right to discontinue services until all payments are made in full.

4. PRODUCTS

Provider will use its own products and supplies. Should Client require the use of special or hypoallergenic products, Client must notify PROVIDER before cleaning begins. Client may provide the product. If Client requires PROVIDER to use specialized products an additional fee may be assessed.

5. RENEWAL

This Contract shall automatically renew under the terms specified herein for a period equal to the initial period on the expiration of the current term unless either party notifies the other in writing at least fourteen (14) days prior to the expiration of the current term that this Contract shall not be renewed.

6. ACCESS REQUIREMENT

Client will provide PROVIDER access to the Property, and to all areas of the Property scheduled to be cleaned as noted under Scope of Service, at the scheduled upon time. Failure to do so allows PROVIDER to treat the failure as a material breach and cancel the contract or to seek legal remedies.

7. CANCELATION AND SCHEDULE POLICY

In the event Client needs to cancel a scheduled cleaning appointment, twenty-four (24) hour written notice is required. Notice may be given via text message or email. Should Client fail to give twenty-four (24) hour notice, Client must pay the full cleaning fee for the canceled cleaning.



If a Client with a weekly service cancel a week, Client will forfeit any discount received and must pay a biweekly price of the cleaning service.

If, on the day of cleaning, Provider arrives at, but cannot access, Client's premises due to an aggressive pet or aggressive individuals, Provider reserves the right to cancel services until the situation is remedied. Client is liable to pay Provider one full cleaning fee for cancellation.

Provider reserves the right to deny services and/or terminate services because of safety concerns, financial concerns, and/or inappropriate/uncomfortable situations at & or on Client's premises.

Provider reserves the right to reschedule cleanings with less than 24 hour notice due to inclement weather. Due to unforeseen weather, traffic and/or cleaning delays, Provider's Cleaners may arrive within 1 hour before or 1 hour after Client's scheduled cleaning time.

If a Client requests an emergency cleaning, Provider will charge Client an additional fee to be negotiated at time of emergency request.

Provider does not provide services on holidays. If Client's scheduled cleaning day falls on a holiday, Provider will call Client to reschedule.

8. TERMINATION OF CONTRACT

Either party may terminate this contract at any time by supplying a written notice of termination on a specified date to the other party, with at least thirty (30) days prior to the stated date of termination. Should Client terminate this contract prior to the expiration of the term, Client will forfeit any discount received and must pay a regular price of the cleaning service.

9. ASSIGNMENT

The rights and obligations created for Client under this agreement may not be assigned to any other party.

10. INDEMNIFICATION

Provider is not responsible for damage uncurred by the improper installation of any object on Client's premises: for example, all surfaces are assumed to be sealed. It is the Client's sole responsibility to notify Provider in writing prior to the day of cleaning so that Provider may clean properly.

Provider agrees to keep Client information secure and confidential. However, it is the Client's sole responsibility to remove medical prescriptions and/or narcotics prior to the day of cleaning.

Every effort is made to be as careful as possible with your items. However, accidents do happen. Items which are antique, irreplaceable, and/or hard to find are not covered by our breakage policy. It is the Client's sole responsibility to remove these items prior to the day of your cleaning.

If Client is not satisfied with the Cleaning services provided by Provider, it is the sole responsibility of the Client to notify Provider in writing with the 24 hours of rendered services so that Provider can return to Client's premises to clean the specified unsatisfactory items at no additional fee.

Client must notify Provider in writing within 24 hours of their most recent cleaning date to report damage, breakage and/or loss of any personal items. It is the Client's sole responsibility to email and/or to text Provider photos of damage, breakage and/or loss of personal items.



11. RESTRICTED AND ADDITIONAL SERVICES

Provider does not move heavy items (ex: more than 35 pounds) to protect Provider from injury. If Client would like cleaning behind heavy objects, it is the Client's sole responsibility to move all heavy objects prior to the day of cleaning.

Provider does not clean animal cages, litter boxes, animal droppings, human feces, urine, vomit, soiled clothing and/or other similar biohazard's.

Cleaning rates are subject to change as the condition of your home changes. Client must request additional services in advance so Provider can schedule the additional time and supplies needed.

12. FORCE MAJEURE

Provider and any of its employees or agents shall not be deemed to be in breach of this agreement for any delay or failure in performance caused by reasons out of its reasonable control, including acts of God or a public enemy; natural calamities; failure of a third party to perform; changes in the laws or regulations; actions of any civil, military or regulatory authority; power outage or other disruptions of communication methods or any other cause which would be out of the reasonable control of Provider.

13. APPLICABLE LAW AND VENUE

The terms of this agreement will be governed by the laws of the State of North Carolina. The state and federal courts located in New Hanover County, will have exclusive jurisdiction over any case or controversy arising from or relating to this agreement, Provider or any services provided by Provider. Each Client consents irrevocably to personal jurisdiction in such courts with the respect to any matters and waives any defense of forum non conveniens.

14. WAIVER OF CONTRACTUAL RIGHT

The failure of either party to enforce any provision of this Contract shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Contract.

15. ENTIRE AGREEMENT

This Contract contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Contract. This Contract supersedes any prior written or oral agreements between the parties.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives as of the date first above written.

Client: _____

Date: ____/____/_____

Provider: _____

Date: ____/____/_____

