



Client Agreement

Name: _____ Pronouns: _____

Phone: Home _____ Cell: _____

Email: _____

Address: _____

City: _____ Province: _____ Postal: _____

Base Time: Up to _____ Frequency: _____ Week(s)

Rate: _____ Total: _____

To be paid: After Each Clean / Bi-weekly / Monthly

Date of first clean: ___ / ___ / ___

Alarm Code (if applicable): _____

Wifi name/password (Optional): _____

Priorities: _____

Client Allergies : _____

Members of household (please include pronouns for each): _____

Notes: _____



Policies (Subject to change)

Time:

1. Your space will be assessed for a base time as listed above; this time will be representative of how long your space is likely to take as an average. Please note it may take a visit or two to confirm this time
2. Should the cleaner go over time due to any circumstance not directly related to the space you will not be expected to pay the extra time.
3. Should the cleaner go over time due to the space being left in a particularly bad state, you will be expected to pay the additional time. The cleaner will be expected to provide photos of the problem to management.
4. Additional time requests for special cases, i.e. window interiors etc, should be submitted via email no less than 24 hours in advance, and are subject to the cleaner's availability on the next scheduled day. Should the schedule not be able to accommodate the extra time immediately it will instead be added with your approval to the next available appointment.

Access:

1. In most cases it is preferable for the company to have a key to the site ahead of time to allow for the easiest possible access. Ideally this includes any keys/fobs required for building access.
2. All cleaners will have personal identification in cases where keys are to be picked up from security or concierge desks. It is the responsibility of the client to ensure that this identification is sufficient.
3. For training purposes more than one cleaner may be assigned to your space in a single visit, you will not be charged extra in such a circumstance.
4. If for any reason beyond the cleaner's control they are denied access to your space ie key does not work,locks are changed or security refuses entry, you will be billed for the visit, and further visits will not be scheduled without confirmation that the issue has been remedied.

Communication:

1. Cancellations and reschedules must be submitted via email no less than 48 hours in advance of the scheduled appointment. In cases of emergency, where 48 hours notice could not be given an attempt will be made to accommodate a different day, but if no suitable reschedule period can be found, you will be billed for the appointment.
2. If someone will be unexpectedly home during a scheduled cleaning, please inform management as far ahead of time as possible, as it can be disruptive to their ability to properly do their job to unexpectedly have someone in the space.
3. In cases where there is a particular part of your space you want focused on, requires additional attention, or is being missed please let management know. In cases of missed areas it should first be discussed directly with your regular cleaner. If an ongoing issue forms, it should be reported to management for further action.
4. In cases where your cleaner wishes to take time off, you will be provided advanced notice of the schedule change, should another cleaner be available to take the appointment, they will be assigned in lieu of your regular cleaner.



5. In cases of cleaner illness, where advance notice could not be given an attempt will be made to accommodate a different day or cleaner, but if no suitable reschedule period can be found, you will be not billed for the missed appointment.

Materials and products:

1. We typically provide all of our own kit, including but not limited to cloths, vacuum, floor cleaner, etc. Should you have a specific product you would like used, i.e. a specific floor cleaner, you are required to provide it.

1b. a suitable mop handle in good condition must be provided, we will provide a clean mop head each visit

2. All non-consumable products provided will be reusable to reduce overall waste.

Safety considerations:

1. Pets can sometimes react poorly to new people, in the case where your cleaner is unable to perform their duties due to a pet, it is recommended that you make arrangements with the cleaner to socialize the animal with them at a time convenient for all parties.

1b. If the problem persists please make arrangements for your pet to be away during the visit

2. Food allergies can be an issue for cleaners in cases where dishes are left to be cleaned. You will be provided with a list of any food allergies your cleaner has, dishes and surfaces used with any of these allergies should be prewashed/loaded into dishwasher to limit potential exposure.

2b. cleaners will also be informed of any allergies in your home ahead of time to avoid any contamination in your space as they may eat lunch or have a snack at clients' homes

3. Please ensure that all heated products such as stoves, irons, and such are switched off, as they represent both a personal burn risk to the cleaner and a fire hazard if left on.

4. Any and all illness must be reported to your cleaner ahead of time and may require cancellation of upcoming visits.

Cancellations due to the possibility of Covid-19 or flu illness within the mandatory 48h period will be billed at a reduced rate of 60% to cover only expenses.

5. Please note there are many areas we may not all be able to reach without assistance possibly including, but not limited to, microwaves, hoods above the stove, shower heads, ceiling fans, tops of cabinet. In order for us to safely clean out of reach areas we require a proper step ladder to be provided. Please ask if you need clarification on a suitable stool/ladder. A small wood or plastic step is not sufficient. This policy is in effect for both safety and insurance reasons.

6. When faced with a particularly unsanitary situation it will be up to the Cleaners discretion whether or not they deem it safe to continue. This may include but is not limited to diapers not being disposed of properly, animal feces and mouse droppings. Mouse droppings specifically are to be handled in a particular way. If there is mouse problems at your home please advise us ahead of time so the cleaner can arrive with the proper protective gear. An area may not be cleaned if this is a problem or the visit



maybe cancelled if the cleaner cannot properly clean-photos will be taken of the situation and full charges will apply

7. Living in the city we understand that insects are a common issue in homes. Please let us know ahead of time if you have bedbugs or cockroaches, depending on the severity of the problem we may not be able to visit till it has been dealt with or reduced. If we discover the problem while at your home and are at risk of bringing any pests home with us it will be up to the cleaners discretion to end the visit early. Full charges will apply.

8. During the winter months it is imperative that the entrance way we use for your home be clear of all ice and snow, even when you are away. If we cannot safely enter your home the visit will be cancelled at full charge.

*In ALL cases where the safety of the cleaner is in question i.e. attacked by a pet, smelling a gas leak, unreported illness, the cleaner will immediately leave the premises, and report the situation to you.

Credits and Discounts

1. First visits may be longer than expected, often 1.5-2x longer than normal for this reason there is a 25% credit granted on your fourth visit based on the timing of your initial visit

2. Referrals-word of mouth is typically the best form of advertising for The Clean Clique. Receive a 20% discount with your first referral*, 10% for additional referrals

*applies to new clients who have committed to a regular schedule

3. Let your friends on Facebook or Instagram know how happy you are with The Clean Clique and receive 5% off*

*you may need to draw our attention to this with a tag or screen shot

4. Annual discount-there is a 5% annual discount, cumulative for each year you are with The Clean Clique up to a total of 25%

Exclusions:

1. Cast Iron products will not be cleaned by any representative of the service as they are both expensive and easy to ruin.

2. Fragile Antiques/Collectibles/other extremely fragile items should be secured, and/or identified to your cleaner ahead of time. Whether these items are to be cleaned will be left to agreement between the cleaner and yourself, but if the cleaner does not feel comfortable doing so, their decision will be taken at face value to limit liability and risk of damage.

3. Hazardous materials that can be worked around, i.e., a marked and sealed box containing flammable material, will not be moved or touched.

Termination of Services

Whenever possible The Clean Clique will give a minimum of 2 visits notice if we need to terminate our service at your home. Due to extenuating circumstances this may not always be possible.

We ask that you offer the same consideration if you ever need to terminate our contract with you. This will not be enforced but will be greatly appreciated as cancelling services permanently affects scheduling and finances for management and cleaners.



Confirmation of Agreement

I, _____, have read the The Clean Clique Client Agreement in full and understand all the terms and conditions as outlined. I agree to respect and follow the terms and conditions.

Signature:

Date: