



Layla's Cleaning Services, LLC

Residential and Commercial Cleaning Service Agreement

This Cleaning Service Agreement ("Agreement") is entered into by and between:

Client:

Name: _____

Address: _____

Phone: _____ **Email:** _____

1. Scope of Services

Layla's Cleaning Services, LLC ("Service Provider") agrees to provide the following cleaning services ("Services") to Client:

- General dusting and surface cleaning
- Vacuuming carpets and rugs
- Sweeping and mopping floors
- Kitchen cleaning (countertops, sink, appliances exterior)
- Bathroom cleaning (toilets, sinks, mirrors, tubs/showers)
- Trash removal
- Optional/add-on services: [deep cleaning, window washing, move-in/move-out cleaning, etc.]

Location of Services: _____

Frequency: One-time Weekly Bi-weekly Monthly Other: _____

Scheduled Days and Times: _____

2. Payment Terms

Service Fee: \$_____ per cleaning visit or \$_____ per hour (specify).

Payment Due: At time of service unless otherwise agreed.

Accepted Payment Methods: Cash, Check, Credit Card, Mobile App (e.g., Venmo, Zelle, etc.).

Late Fees: A fee of \$50 will be charged for payments received more than 7 days past due.

3. Supplies and Equipment

- Layla's Cleaning Services will provide all cleaning supplies and equipment.
- Client will provide access to specific supplies/equipment as agreed.

All products used will be non-toxic and safe for households unless specified otherwise.

4. Access to Property

To perform the agreed-upon services, the Client agrees to provide Layla's Cleaning Services, LLC with reliable access to the property at the scheduled date and time. Access may include a working key, key code, garage access, or having someone present to allow entry. If the Service Provider cannot gain access due to the Client's failure to provide entry, the Client will be responsible for a lockout fee of \$100 to compensate for lost time and travel. It is the Client's responsibility to ensure that pets are safely contained and that any special entry instructions are clearly communicated in advance.

5. Cancellation and Rescheduling

Layla's Cleaning Services, LLC understands that schedules can change, and we are happy to accommodate rescheduling with adequate notice. However, the Client must notify the Service Provider of any cancellation or request to reschedule at least 48 hours in advance of the scheduled cleaning. Cancellations made with less than 48 hours' notice will incur a \$70 cancellation fee, which must be paid before the next service can be scheduled. This fee covers the time reserved and loss of income. If the Service Provider must cancel or reschedule for any reason, the appointment will be moved to the next available date at no cost or penalty to the Client.

6. Satisfaction Guarantee

At Layla's Cleaning Services, LLC, client satisfaction is our top priority. If the Client is dissatisfied with any aspect of the service, they must notify the Service Provider within 24 hours of the completed appointment. A one-time corrective visit may be scheduled at no additional cost to address any legitimate concerns. However, if the Client fails to provide access or misses the rescheduled appointment, this free follow-up will be forfeited, and any further service will be charged at the regular service rate. The Service Provider reserves the right to determine the nature and scope of the corrective work based on the original scope of service.

7. Liability and Insurance

Layla's Cleaning Services, LLC is a fully insured business and exercises the utmost care while working in residential and commercial spaces. Nevertheless, the Client acknowledges that the Service Provider cannot be held liable for damage due to pre-existing conditions, unstable fixtures, improperly mounted items, or normal wear and tear. Clients are advised to secure or remove any fragile, valuable, or irreplaceable items prior to service. If accidental damage is caused by the Service Provider's team and is reported within 24 hours, Layla's Cleaning Services will review the incident and determine a reasonable solution, which may involve an insurance claim or repair. Liability coverage applies solely to damages proven to result from direct negligence or misconduct of the Service Provider's staff and not from general risks associated with cleaning services.

8. Confidentiality

Layla's Cleaning Services, LLC respects the privacy of all clients and maintains strict confidentiality regarding any personal, household, or business information encountered during service. All staff are trained to operate with discretion and integrity. The Service Provider agrees not to disclose or share client information, security codes, entry methods, or any details related to

the property or its contents with unauthorized third parties. This confidentiality clause remains in effect even after the service relationship ends.

9. Term and Termination

This Agreement remains in effect until terminated by either party. The Client may terminate service at any time with written notice. The Service Provider may also terminate the agreement for any reason, including repeated cancellations, non-payment, or inappropriate behavior by the Client or their household members. In the event of termination, the Client agrees to pay for all completed services and any outstanding fees. One-time service agreements conclude upon completion of the scheduled job and final payment.

10. Independent Contractor Relationship

Layla's Cleaning Services, LLC is an independent contractor and not an employee, partner, or agent of the Client. As such, the Service Provider has control over how the services are performed, including the use of staff, cleaning methods, and scheduling, provided they align with the agreed terms. Nothing in this agreement shall be interpreted to create a joint venture, partnership, or employer-employee relationship between the Client and the Service Provider.

11. Governing Law

This Agreement shall be governed by, and construed in accordance with, the laws of the State of Ohio. Any legal disputes arising from or related to this Agreement shall be resolved in the appropriate court located within Hamilton County, Ohio. Both parties consent to the jurisdiction and venue of such courts for the purpose of resolving any such dispute.

12. Entire Agreement

This document constitutes the entire agreement between Layla's Cleaning Services, LLC and the Client and supersedes any prior verbal or written agreements. No modifications shall be valid

unless made in writing and signed by both parties. The Client acknowledges that they have read, understood, and agree to all terms contained within this Agreement.

Client Acknowledgment and Signature

I have read and understood the terms and conditions of this Cleaning Service Agreement and agree to the terms as outlined.

Client Signature: _____ **Date:** _____

Layla's Cleaning Services Representative:

Name: _____
Signature: _____ **Date:** _____