



## Terms and Conditions

### Commercial Cleaning Services

**Introduction:** These terms and conditions constitute the full and complete Service Agreement between the Client and Hazel's Janitorial & Cleaning Services. You agree to comply with all the terms of this Agreement when accessing or using our Services. Please take some time to review this Agreement. Use of our services constitutes your acceptance of these terms and conditions.

**Janitorial Cleaning Services:** Subject to the terms of this Agreement, Hazel's Janitorial & Cleaning Services agrees to provide Janitorial cleaning services to the Client at an address specified by the Client. The Service will be for such cleaning duties as agreed with the Client at the time of booking. Hazel's Janitorial & Cleaning Services will attend the Premises to provide the Service at a time and date mutually agreed between Hazel's Janitorial & Cleaning Services and Client. Hazel's Janitorial & Cleaning Services compromise to provide the Service faithfully, diligently, and in a timely and professional manner.

**Additions and Amendments:** Any changes to the Service to be provided must be agreed by Hazel's Janitorial & Cleaning Services prior to the Service Time. If the Client requires any additional services or variations at the time the Service is being performed, the Client must first contact Hazel's Janitorial & Cleaning Services by telephone, who may agree to provide the additional services in its absolute discretion. Hazel's Janitorial & Cleaning Services is not authorized to agree to any changes to the Service being provided and the Client.

**Client Representations and Warranties:** The Client represents and warrants that: It will provide a safe working environment at the Premises for Hazel's Janitorial & Cleaning Services to perform the Service. Hazel's Janitorial & Cleaning services will have access to those areas of the Premises requiring the Service. It will provide Hazel's Janitorial & Cleaning Services with access to all services and utilities (including hot and cold water, electricity,) as required by Hazel's Janitorial & Cleaning Services to provide the Service. It will provide all usual and necessary cleaning equipment and materials

required by the Cleaner to provide the Service, unless other arrangements have been made with Hazel's Janitorial & Cleaning Services. All cleaning equipment and materials provided by the Client are safe and are in full working order. It will advise Hazel's Janitorial & Cleaning Services prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, on the Premises. It is authorized to use the Premises and obtain the provision of Service.

**Health and Safety Risks:** The client acknowledges and agrees that: Hazel's Janitorial & Cleaning Services is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the Premises. Hazel's Janitorial & Cleaning Services may, either before or during the provision of the Service does not use or cease using any materials or cleaning equipment provided by the Client, if Hazel's Janitorial & Cleaning Services thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.

**Alarm, Security:** Hazel's Janitorial & Cleaning Services will not be responsible for triggering any alarm systems. Client should give any special instructions for deactivation/activation of any building system. Hazel's Janitorial & Cleaning Services will ensure all doors and windows are locked before departure. We are to communicate any concerns of emergency and an unsafe situation immediately to the manager or Hazel's Janitorial & Cleaning Services has the right to contact appropriate authorities and any billing that should arise from such a call will be forwarded to our clients.

**Quotes and Estimates:** The actual price payable by the Client is calculated at the quoted contracted time allocated at the time of the booking. Any price quoted by Hazel's Janitorial & Cleaning Services is an estimate based on information provided by the Client. Subject to this clause, quotes are valid for a period of thirty (30) days from the date of the quote.

**Bookings:** The Client may make a booking by telephone or email, At the time of booking the Client must provide details of any hazards, slippery surfaces, risks or dangers located at the Premises. Hazel's Janitorial & Cleaning Services shall provide all quotations at the time of booking in good faith and with the information provided by the Client. If any information is not provided at quoting Hazel's Janitorial & Cleaning Services reserves the right to alter the price of the Service. Hazel's Janitorial & Cleaning Services reserves the right not to accept a booking for any reason.

**Payment Options and Policies:** (CASH is accepted only one time service), CHECK, BANK TRANSFERS are acceptable forms of payment. A \$45 service charge will be added to all not sufficient funds checks. If a check is not received on the day of the

cleaning or the agreed date there will be an extra charge of \$45 . NO EXCEPTIONS. In accordance with the client, Hazel's Janitorial & Cleaning Services will receive the payment of All initial and one-time cleanings at the date/day agreed between both.

**Breakage, Damage :** If asked to dust/clean computer, fax machine, printer, or other equipment, or to use your equipment (vacuum, etc), you agree to hold harmless and/or release from liability Hazel's Janitorial & Cleaning Services, of any damage or breakage. We will make every effort not to break items, but accidents do happen. If I get to the office and I notice any damage that is visible to me and it's in my way of cleaning I will take pictures and notify the client. Hazel's Janitorial & Cleaning Services, cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

**Canceling or Rescheduling and Fee For Non-Access To Premises:** The Client must provide Hazel's Janitorial & Cleaning Services with at least 30 days' notice prior to the Service Time if they wish to suspend the Service for any reason. The Client does not provide 48 hours prior to the rescheduling of the Service, the Client agrees to pay a rescheduling fee of \$50 of loss. If the Client does not provide unencumbered access to the Premises for Hazel's Janitorial & Cleaning Services to provide the Service, the Client agrees to pay a convenience fee of \$25 for travel costs.

**Privacy Policy:** The Client acknowledges that any information provided by the Client may be used by Hazel's Janitorial & Cleaning Services for the purpose of providing the Service. Hazel's Janitorial & Cleaning Services agrees not to share any information provided by the Client with any third party not directly involved in the provision of the Service (unless required to do so by law). The Client agrees to communicate with them via email, phone, or message in order to provide the Service or for reasons related to the provision of the Service. Hazel's Janitorial & Cleaning Services will take all reasonable precautions to protect the personal information provided by the Client.

**Modification of this Agreement:** Hazel's Janitorial & Cleaning Services reserves the right to update or modify these terms and conditions at any time without prior notice and may do so by publishing an updated agreement on its website. The Client agrees that any use of the Service following any such change, whether as a single job or as part of a regular cleaning schedule, constitutes their agreement to follow and be bound by the terms and conditions as changed.

**Pictures Of Before and After Work:** We take before and after photos of our work. These pictures are used for training, proof of performance as well as promotion . See

our website before and after for examples. If you do not want pictures taken of work areas, please notify us when you schedule your cleaning.

**Acceptance of Terms:** By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Hazel's Janitorial & Cleaning Services to do the work as specified on the estimate. You release Hazel's Janitorial & Cleaning Services from property damage.

Hazel's Janitorial & Cleaning Services

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