

## We offer high quality, reliable service and peace of mind

### Service Agreement

- All **quotes** are provided for certain frequency of service: for example, quote provided for weekly cleaning is not valid for bi-weekly or monthly cleaning.
- If you need to change your cleaning appointment, please, notify us as soon as possible and we will do our best to accommodate. All changes in schedules have to be done by E-mails or phone calls to Shiny Clean House. Please, **do not make any changes** through your cleaning lady. Scheduling requests are subject to availability. You will be provided with the options closest to requested date.
- It is your responsibility to provide all necessary **cleaning supplies**, mop and bucket, **clean** cloths and sponges. The recommended list can be found on our website [shinycleanhouse.ca](http://shinycleanhouse.ca).
- If your **vacuum cleaner** is bagged, please, change the bag regularly for better quality of cleaning. We do not encourage our staff to change bags.
- We do our best to send the **same cleaning lady** to clean your home. We will speak with you before sending another lady.
- **Tips** are not required, but are greatly appreciated.
- We may from time to time check the **quality** of work done by our cleaning staff. We may arrive to your house or apartment 30 min before the end of cleaning. Let us know if you'd like to be notified.
- If you provide **a key** from your house, please, do not mark it with your address. We never do.
- Customer has the right to **request another cleaning lady** for his next appointment with or without explanation.
- We ask you **not to request your cleaning lady's phone number**, as by doing so she would be in breach of her contract with us.
- If you need cleaning **inside of the fridge or oven**, please, book 1 hour extra for each appliance.
- Please, take a note that washing **pots and pans** is not included in the general cleaning. You can book extra time, if needed.
- If you need to prepare house for an **important event**, please, let us know your deadlines. We highly recommend to do it **2 days** before; that will reduce stress for all parties involved: if your lady cannot make it (because she or her child may get sick, which is the circumstance beyond anybody's control) we will still have an extra day to provide the service.
- If a lady comes to your place and **cannot get access** to the house / apartment, you agree to pay a fee equivalent to 1.5 hours of work in order to partially compensate her for lost time and income.
- All our personnel are under strict legal **non-competition agreements**. Your cleaning lady will be immediately fined and fired if she agrees to provide private cleaning service for you. For this reason we



ask you not to engage in any negotiation or **private contacts** with our cleaning staff. Failing to do so will result in direct legal action against the cleaning lady and the customer will be involved.

- We give strict instructions to our staff in regards to cleaning **stainless steel appliances**: we use **only** products specially designed for polishing stainless steel. If appropriate supplies are not provided the lady will use soft damp cloth with dishwashing soap that cannot damage stainless steel. We do not accept any responsibility if the surface does not look perfect.
- Shiny Clean House personell does their best not to break anything. But **accident** may happen. In this case we will provide you identical or similar replacement for broken item. You may have things in your home that are irreplaceable. We ask you to move all such items into safe storage before your lady comes. Shiny Clean House must be notified within 2 business days if any damage is discovered.
- If we are specifically requested to clean inside **china cabinets**, wash **dishes** or do **laundry**, customer agrees not to hold Shiny Clean House responsible for any accidental damage.

**These terms and conditions of our policy are clearly stated to you before the first visit. By booking cleaning service with us you accept these terms and conditions.**

If you have questions, please do not hesitate to call us! Inna and Inga

Phone: 416-929-5777 E-mail: [shinycleanhouse@gmail.com](mailto:shinycleanhouse@gmail.com) [shinycleanhouse.ca](http://shinycleanhouse.ca)

First & last name: \_\_\_\_\_ Address: \_\_\_\_\_

Email(s): \_\_\_\_\_ Phones: \_\_\_\_\_

Current rate per hour: \_\_\_\_\_ Hours: \_\_\_\_ How often: \_\_\_\_\_ Payment: \$ \_\_\_\_\_

Credit card # Visa /MasterCard \_\_\_\_\_ exp \_\_\_\_\_

Do you have pets? (Cats or dogs or other pets? how many?) \_\_\_\_\_

Property description: \_\_\_\_\_ sq. f., house / townhouse/ apartment, \_\_ bedrooms, \_\_ full bathrooms, \_\_ washrooms, to clean basement: yes / no / n/a, laundry: yes/no, change sheets: yes/no, if yes, how many sets \_\_, stainless steel appliances: yes/no, granite/marble: yes/no Other requests:

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