

Shiny Clean House Service Agreement

We offer high quality, reliable service and peace of mind

1. All quotes are provided for a certain frequency of service: for example, a quote provided for a weekly cleaning is not valid for a bi-weekly or monthly cleaning.
2. If you need to change your cleaning appointment, please notify us as soon as possible and we will do our best to accommodate you. All changes and adjustments to schedules have to be done by email or phone to Shiny Clean House. Scheduling requests are subject to availability. You will be provided with the closest to the requested date options.
3. It is your responsibility to provide all necessary cleaning supplies, a mop and a bucket, clean cloths and sponges. The recommended list can be found here: <https://shinycleanhouse.ca/cleaning-supplies>
4. If your vacuum cleaner is bagged, please change the bag regularly for a better cleaning quality. We do not encourage our staff to change bags.
5. We do our best to send the same cleaning lady to clean your home. We will speak with you prior to dispatching a different person.
6. Tips are not required, but are greatly appreciated.
7. We may check from time to time the quality of the work done by our cleaning staff. We may arrive at your house or apartment 30 min before the end of the cleaning. Let us know if you would like to be notified about it.

8. If you provide a key from your house, please do not mark it with your address. We never do.

9. The Customer has the right to request another cleaning lady for his/her next appointment with or without an explanation.

10. 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.

11. If you need cleaning inside the fridge or oven, please book 1 hour extra for each appliance.

Please, take a note that washing of pots and pans is not included in the general cleaning. You can book extra time if needed.

12. If you need to prepare a house for an important event, please let us know your deadlines. We highly recommend doing it 2 days prior to the event; that will reduce the stress on all parties involved. If your cleaning lady cannot accommodate you due to the circumstances beyond her control, such as a sick child, we will still require an extra day to provide the service.

13. 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 the lost time and income.

14. All our personnel are under strict legal non-competition agreements. Your cleaning lady will be immediately fined and fired if she agrees to provide a 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 a direct legal action against the cleaning lady and the customer involved.

15. We give strict instructions to our staff in regards to cleaning stainless steel appliances: we use only products specifically designed for polishing stainless steel. If appropriate supplies are not provided, the lady will use a soft damp cloth with dishwashing soap that cannot damage stainless steel surfaces. We do not accept any responsibility if the surface does not look perfect in such a case.

16. Shiny Clean House personnel do their best not to break anything. However, an accident might happen. In such a case we will provide you with an identical or similar replacement for the broken item. You may have things in your home that are irreplaceable. We ask you to move all such items into a safe storage before your cleaning lady arrives. Shiny Clean House must be notified within 2 business days if any damage is discovered.

17. If you are not quite happy with the quality of service, you have to notify us not later than the next business day and will do our best to visit your house or office and suggest the resolution.

18. If we are specifically requested to clean inside china cabinets, to wash dishes or do the laundry, the 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 the service with us you accept these terms and conditions.