



We offer high quality, reliable service and peace of mind

Service Agreement

By booking a cleaning service with Shiny Clean House, you accept these terms and conditions, which are clearly presented to you before the first visit.

1. Quotes and Service Frequency

All quotes are based on a specific service frequency. For example, a quote provided for weekly cleaning does not apply to bi-weekly or monthly service.

2. Rescheduling Appointments

If you need to change your cleaning appointment, please notify us by email or phone call to Shiny Clean House at 416-929-5777. These changes are subject to availability, and we will offer the closest available options to your requested date.

3. Cleaning Supplies

It is your responsibility to provide all necessary cleaning supplies, including a mop, a bucket, clean cloths, and sponges. Please check our recommendations here: <https://shinycleanhouse.ca/cleaning-supplies>

4. Vacuum Cleaner Bags

If your vacuum is bagged, please ensure they are changed regularly for optimal results. Our staff are not expected to change vacuum bags.

5. Consistency

We do our best to always send the same cleaning lady to your home. If a change is necessary, we will speak with you prior to sending another cleaner.

6. Gratuities

Tips are not required but are always appreciated.

7. Quality Control

We may occasionally inspect the quality of cleaning. This may involve arriving 30 minutes before the scheduled end time. Please let us know if you would like to be notified in advance.

8. Keys

If you provide a key, do not label it with your address for security reasons. You can mark it with your first name.

9. Service Satisfaction

If you are not quite happy with your cleaning person, please, contact us as soon as possible and will resolve the issue. We can also assign another cleaner.

10. Additional Services

Cleaning inside the fridge or oven requires at least an additional hour booked per appliance. Washing pots and pans is not included in standard cleaning but can be arranged for an extra charge.

11. Event Preparation

If cleaning is needed before an important event, please inform us of your deadlines. We recommend scheduling this service at least 2 days in advance: if your assigned cleaner is unavailable due to unforeseen circumstances (for example sick child), we may need an additional day to schedule another cleaner.

12. Missed Appointments

If our cleaner arrives but cannot access the property, you agree to pay a fee equivalent to 1 hour of service to partially compensate for her lost time.

13. Privacy of Staff Contact Information

Please do not ask your cleaning lady for her phone number. Doing so would place her in breach of her contract with us.

14. Non-Compete Policy

All our personnel are bound by strict legal non-compete agreements. If a cleaner provides private services to a customer, she will be immediately terminated and fined. We ask that you do not initiate any private arrangements.

15. Accidental Damage

While we take every precaution, accidents can happen. If an item is broken, we will replace it with an identical or similar item. If you have irreplaceable or fragile items, please store them safely before the cleaning. You must notify us within 2 business days if any damage is discovered.

16. Payments

We accept Visa, MasterCard, and E-transfer to shinycleanhouse@gmail.com (auto-deposit is enabled). The payment is due within 1 business day. If you prefer to pay by credit card, please give us a call.

17. Pricing Policy

Your hourly rate is guaranteed for one year. After that, we will contact you to propose a rate adjustment based on inflation and market conditions.

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