DING DONG HOUSEKEEPING a.k.a. DDH | SERVICE AGREEMENT
Commercial, Residential, Business & Vacation Rental Cleaning
WorkSafeBC Account # 201451238
71793 5357 RT0001

1. SCOPE OF SERVICES

DDH provides cleaning services for residential, commercial/business, and vacation rental/turnover properties as agreed upon between DDH and the Client.

Standard cleaning tasks may include dusting, sweeping, mopping, vacuuming, kitchen cleaning (including exterior appliances, counters, and sinks), bathroom cleaning (including toilets, showers/tubs, and sinks), surface cleaning, mirrors, and garbage removal.

For vacation rental turnovers, services may also include linen changes, bed-making, laundry (on-site or off-site if arranged), kitchen and bathroom reset, light staging, and restocking of consumables if provided by the Client.

Additional services may be offered upon request, including but not limited to deep cleaning, interior appliances, interior windows, move-in/move-out cleaning, post-construction cleaning, and specialty surfaces.

Services do not include mold remediation, biohazard cleanup, pest removal, roof or unsafe height work, exterior windows beyond safe reach, moving heavy furniture or appliances, or any work deemed unsafe or outside the standard scope of cleaning.

DDH may supply standard cleaning products and equipment unless otherwise agreed that the Client will provide specific products or tools.

2. SCHEDULING AND PROPERTY ACCESS

Service frequency and scheduling will be arranged between DDH and the Client, including one-time, recurring, or on-call services.

The Client is responsible for providing safe and timely access to the property (including keys, codes, or other entry arrangements). Any delays or inability to access the property may result in billable time.

For vacation rental turnovers, the Client must provide accurate booking schedules and checkout times. If scheduling changes reduce the available cleaning window, DDH reserves the right to adjust the scope of work, apply additional fees with approval, or decline the service.

3. PRICING/PAYMENTS AND RATES

Services are billed either at an hourly rate or flat rate, as agreed upon in advance.
Invoices are due upon receipt unless otherwise specified. DDH may invoice per visit or on a recurring basis.
For recurring monthly invoices, invoices totaling over $1,000, or services provided more than 25 km outside of Princeton or Tulameen, a 3% fee MAY be applied to the subtotal to cover administrative costs or fuel surcharges. This will be discussed and agreed upon prior to any scheduled cleaning.
Rates may be adjusted periodically upon reasonable notice to reflect changes in labour, fuel, supply, or operating costs.

- Overdue balances are subject to a late fee of 5% after 30 days and an additional 5% after 60 days.

Accepted payment methods may include e-transfer, cash, or other agreed-upon methods. The Client is responsible for any reasonable collection costs incurred due to unpaid balances. ***Any time estimates provided are approximate only. Actual service times may vary depending on property condition, size, occupancy, and unforeseen circumstances.***

4. RESCHEDULING, CANCELLATIONS, AND NO-SHOW

Clients may reschedule an appointment with reasonable advance notice. One reschedules permitted (per booking) without charge when sufficient notice is provided. Additional reschedules may result in a fee.

Cancellations are subject to the following:

- More than 24 hours' notice: no fee.
- Less than 24 hours' notice: cancellation fee may apply
- Same-day cancellations, no-shows, or inability to access the property: 2-hour minimum service charge may apply.

DDH reserves the right to reschedule services due to illness, weather, safety concerns, or unforeseen circumstances, and will provide reasonable notice with an alternative time.

5. CLIENT RESPONSIBILITIES

DDH reserves the right to refuse, suspend, or terminate services at any time due to unsafe conditions, abusive behaviour, illegal activity, excessive clutter, infestation, biohazards, or any circumstances that place staff or property at risk.

The Client agrees to:

- Disclose any special care requirements for surfaces or materials
- Secure pets and inform DDH of any animals on-site.
- Ensure access to water, electricity, and a safe working environment.
- Disclose any known hazards (including sharp objects, chemicals, or pests)

6. QUALITY ASSURANCE AND RE-CLEANS

If the Client is not satisfied with the service, they must notify DDH within 24 hours of completion, including details and, where possible, photos. DDH will make reasonable efforts to address concerns, which may include a touch-up or re-clean of specific areas.

- Re-cleans do not apply to changes in the cleaning environment ***after*** service, permanent stains, damage, or services outside the agreed scope.

7. DAMAGE, BREAKAGE, AND LIABILITY

Client is responsible for identifying and securing fragile or valuable items. DDH is not responsible for items that are not clearly identifiable as fragile.

DDH is not responsible for pre-existing damage, normal wear and tear, improper installations, or defective materials.

Any damage claim must be reported within 72 hours of service completion. DDH reserves the right to take photographs before and/or after service for quality assurance, documentation of pre-existing conditions, damage claims, or service verification. Client photos will not be used for marketing purposes without consent.

7.1 To the maximum extent permitted by law, DDH's liability is limited to the amount paid for the specific service visit related to the claim. In the event of a damage claim exceeding $100, the Client agrees to file a claim through DDH's small business insurance provider for review and investigation. Insurance information will be provided by DDH upon request.

8. INDEPENDENT CONTRACTOR

Ding Dong Housekeeping operates as an independent contractor. This agreement does not create an employment, partnership, or joint venture relationship.

9. CONFIDENTIALITY AND PRIVACY

DDH will take reasonable measures to protect the Client's personal information, including access codes and property details, and will use this information only for the purpose of providing services.

10. NON-SOLICITATION

The Client agrees not to hire or directly engage DDH employees or contractors outside of DDH during the service relationship and for a reasonable period afterward, unless prior written consent is provided. A placement fee equal to 1 months of the employee's average earnings may apply.

11. TERM AND TERMINATION

This agreement remains in effect until terminated by either party.

Either party may terminate services with reasonable written notice. The Client remains responsible for payment of all services completed up to the termination date.

12. FORCE MAJEURE

Neither party is responsible for delays or failure to perform due to circumstances beyond reasonable control, including severe weather, emergencies, or service interruptions.

13. GENERAL PROVISIONS

- This document represents the entire agreement between DDH and the Client and supersedes prior discussions.
- Any amendments must be agreed upon in writing by both parties.
- If any part of these Terms is found to be invalid, the remainder will continue to apply.
- This agreement may not be assigned without consent, except in the case of business transfer or sale.
- Notices may be provided by email unless otherwise agreed.
- Electronic acceptance or acknowledgment of these Terms is considered valid and binding.

ACKNOWLEDGMENT OF SERVICE TERMS

By proceeding with services, booking an appointment, or otherwise engaging Ding Dong Housekeeping, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. A printed/paper copy of this agreement is available upon request.