



Client Service Agreement

This Agreement is entered into between **Dirty Maids Cleaning Service** ("Company") and _____ ("Client").

Owner: Rob Lewis

Email: thedirtymaidscleaning@gmail.com

1. Services Provided

Dirty Maids Cleaning Service provides themed residential cleaning services, including but not limited to:

- Standard residential cleaning
- Deep cleaning
- Move-in / move-out cleaning
- Emergency or short-notice cleaning

All services are professional in nature and performed according to Company standards.

2. Booking & Deposit

- A **deposit equal to two (2) hours of service** is required at the time of booking.
- No booking is confirmed until the deposit is received.

- The deposit is applied toward the total cost of the service.
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3. Minimum Service Time

- All services are subject to a **minimum of two (2) hours**.
 - If service is completed in less than two hours, the full two-hour minimum will still be charged.
 - If service exceeds two hours, the Client will be billed for actual time worked.
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4. Pricing & Hourly Rates

The following hourly rates apply unless otherwise agreed in writing:

- **Base Rate:** \$150 + HST per hour for one cleaner
- **Additional Cleaners:** \$100 + HST per hour each
- **Name Hiring:** \$25 + HST per hour **per specifically requested cleaner**
- **Same-Day / Emergency / Last-Minute Booking:** \$200 per hour + HST

Rates are confirmed at the time of booking.

All rates are subject to applicable HST and will be added to the total at the time of quotation or invoicing.

5. Payment & Overtime Authorization

- The deposit covers the initial quoted service time only.
 - If the service is approaching or exceeds the quoted time, the Client must **authorize and submit additional payment** to continue service.
 - If additional payment is not received or authorized, the cleaning service will conclude once the prepaid or authorized time has been fulfilled.
 - Cleaners are not obligated to continue work beyond the paid time.
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6. Payment Methods

Accepted payment methods include:

- E-transfer
- Online Invoice
- Credit/Debit Card

Any remaining balance is due **immediately upon completion of service**, unless otherwise agreed.

7. Emergency & Short-Notice Services

- Same-day, emergency, or last-minute bookings are billed at the emergency rate.
 - Acceptance of such services constitutes agreement to the premium rate.
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8. Cancellations & Rescheduling

- Reasonable notice is required for cancellations or rescheduling.
 - Same-day cancellations, denied access, or failure to provide access will result in **forfeiture of the deposit**.
 - The deposit is non-refundable once staff are dispatched.
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9. Access to Property

- The Client must provide safe and timely access to the property.
 - Delays or denied access do not reduce the minimum charge.
 - Any time lost due to access issues is deducted from the scheduled service window.
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10. Client Responsibilities

The Client agrees to:

- Secure pets during the service
 - Disclose fragile, valuable, or special-care items
 - Provide accurate information regarding the condition of the property
 - Maintain a safe and respectful environment for staff
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11. Themed Service Disclosure

- Dirty Maids operates as a **themed cleaning service within a niche market**.
 - Staff wear a **bold, form-fitting, professional uniform** as part of the brand.
 - The service is strictly professional. Any inappropriate behavior, comments, or requests toward staff will result in immediate termination of service without refund.
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12. Damage & Theft Liability

- The Company is not responsible for damage caused by pre-existing conditions, faulty fixtures, or undisclosed fragile items.
 - Any concerns must be reported within **24 hours** of service completion.
 - Liability is limited to the cost of the service provided.
 - Dirty Maids Cleaning Service is not responsible or liable for any loss, theft, or missing items reported before, during, or after a cleaning appointment.
 - All cleaners are independent contractors, and any alleged theft or misconduct is the sole responsibility of the individual contractor(s) present at the time of service.
 - The Company will fully cooperate with law enforcement if a formal report is filed, including providing contractor identification and scheduling records when legally required.
 - Dirty Maids Cleaning Service will not disclose personal information of cleaners directly to clients, except through lawful request by police or court order.
 - Clients are responsible for securing valuables, cash, personal documents, and high-value items prior to service.
 - By booking service, the Client agrees that Dirty Maids Cleaning Service is not financially or legally responsible for theft, loss, or damage caused by third parties.
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13. Termination of Service

- The Company reserves the right to refuse or terminate service at any time for safety concerns, misconduct, or breach of this Agreement.
 - Termination due to Client misconduct results in forfeiture of any remaining prepaid amounts.
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14. Governing Law

This Agreement shall be governed by the laws of the province/state in which services are performed.

15. Agreement Acceptance

By booking services and submitting a deposit, the Client confirms they have read, understood, and agree to all terms of this Agreement.

Client Name: _____

Signature: _____

Date: _____

Company Representative:

Signature: _____

Date: _____