

## **Compassionate Cleaning Services – Terms and Conditions**

### **1. Scope of Services**

Our compassionate cleaning services are designed to provide a clean, safe, and comfortable environment for individuals with dementia. Services may include:

General cleaning (dusting, sweeping, vacuuming, mopping)  
Sanitizing high-touch surfaces  
Bathroom and kitchen cleaning  
Light decluttering and organization (within reasonable limits)  
Laundry assistance (if agreed upon in advance)

### **2. Care and Sensitivity**

We understand the unique needs of individuals with dementia and strive to provide services with patience, respect, and minimal disruption. Our team will follow any specific cleaning instructions provided by the client or caregiver (within the standard cleaning requirements) to ensure a familiar and comforting environment.

### **3. Access to the Property**

The client or an authorized representative must provide access to the home or facility at the scheduled time. If our team is unable to enter due to locked doors or other access issues, a cancellation fee may apply.

### **4. Safety and Liability**

Our cleaners will take every precaution to ensure the safety of the individual and their belongings. However, we are not responsible for any pre-existing damage (s), accidents, or medical incidents that may occur during or after cleaning. To ensure safety, our staff will not administer medication, provide direct personal care, or move individuals.

### **5. Special Requests and Limitations**

Any additional services beyond standard cleaning must be discussed and approved in advance and may incur extra charges.

We do not handle hazardous materials, bodily fluids, or extensive hoarding situations.

## **6. Payment and Cancellation Policy**

Payment is due at the time of service unless other arrangements have been made.

Cancellations or rescheduling must be requested at least 24 hours in advance to avoid a cancellation fee.

## **7. Confidentiality**

All client information, including medical conditions and household details, will be kept strictly confidential and will not be shared without consent.

## **8. Emergency Situations**

If our staff notices a medical emergency or hazardous situation, they will follow appropriate procedures, which may include contacting the designated caregiver or emergency services.

By using our services, the client or authorized representative acknowledges and agrees to these terms and conditions.

Signature \_\_\_\_\_

Date \_\_\_\_\_