

MARINA-CLEANING INC. – Terms and Conditions

Effective date: April 12, 2026

These Terms and Conditions govern all services provided by **MARINA-CLEANING INC.** ("MARINA-CLEANING", "we", "our", or "us"). By booking a service, the client ("you" or "your") agrees to these Terms.

1. Booking, Rescheduling & Recurring Services

- Appointments may be booked or rescheduled via text, email, website, or phone.
- A minimum of 24 hours' notice is required for cancellations or changes.
- Cancellations or rescheduling with less than 24 hours' notice will be charged a cancellation fee equal to a minimum of 2 hours of the booked service.
- If access is not provided upon arrival, the visit is considered a client no-show and may be charged in full.
- Arrival times are approximate due to traffic, weather, and job conditions. Delays will be communicated when possible.
- Reminder messages are provided as a courtesy only. Lack of confirmation does not cancel an appointment.

Recurring services:

- Continue until cancelled by the client.
- Temporary pauses apply only for the agreed period.
- Services automatically resume on the original schedule.
- If recurring services are cancelled and later restarted, current pricing at the time of rebooking will apply, and previous rates are not guaranteed.

2. Payment Terms

- Payment is due immediately after service or by the next calendar day unless otherwise agreed in writing.
- Accepted methods include e-transfer, credit card, debit card, or cheque (if approved in advance).
- Applicable GST is added to all invoices.
- Processing fees may apply for certain payment methods and will be disclosed in advance.

Late payments:

- If payment is not received within 48 hours, a late fee of \$10 per day may apply, up to a maximum of \$100.
- Continued non-payment may be referred to a collections agency.
- Tips are not required but are appreciated.

2A. Deposits & Prepayment

- Bookings are not confirmed until the required deposit is received.
- Deposits typically range from 50% to 100%, depending on the service type.

Typical structure:

- Regular cleaning: approximately 50% for the first visit.
- Deep cleaning or move-out cleaning: 70% to 100%.
- Large or full-day services: up to 100%.
- Deposits are applied toward the final invoice.
- For recurring clients, deposits are usually required only for the first visit.

Cancellation or no-show:

- Deposits are generally non-refundable.
- Deposits may be applied to a future booking at the company's discretion.

Authorization: By providing payment details, the client authorizes MARINA-CLEANING to charge for:

- services
- deposits
- cancellation fees
- outstanding balances
- late fees
- parking-related charges, towing fees, impound fees, administrative costs, and other amounts payable under these Terms.

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3. Satisfaction Guarantee & Complaints

- Concerns must be reported within 24 hours of service completion.
- If a valid concern is reported, a return visit of up to 2 hours will be offered within 48 hours.
- Return visits are intended to correct specific missed areas and do not include repeating the full service.
- If the client declines available time slots, the return visit is considered declined.
- A partial discount may be offered at the company's discretion.
- Failure to report issues within 24 hours constitutes acceptance of the service.
- No refunds will be issued without allowing MARINA-CLEANING the opportunity to correct the issue.
- Refunds are generally not provided after service completion.

4. Service Acceptance

The client who books the service is responsible for:

- reviewing the completed work
- arranging access to the property
- payment for the service

If the client is not present during the service, it will be considered accepted based on:

- work notes
- before and after photos

5. Access, Safety & Working Conditions

Access must be arranged in advance if the client is not present.

Waiting time upon arrival counts as working time.

If access is not provided within 30 minutes, the service may be considered cancelled by the client.

Clients must:

- secure pets;
- ensure a safe working environment;
- provide safe, legal, and accessible parking for MARINA-CLEANING personnel where required.

To ensure quality and efficiency:

- Clients should minimize interruptions.

All requests should be communicated through the MARINA-CLEANING administrator.

Cleaners may refuse or stop work if conditions are unsafe or inappropriate.

Limitations: Cleaners do not:

- move items over 23 kg (50 lbs);
- move or pull out appliances such as refrigerators, ovens, washers, or dryers;
- climb beyond a standard step ladder;
- handle biohazardous materials including feces, urine, blood, or vomit.

Cleaning behind or underneath appliances is not included unless they are safely moved by the client in advance.

Interior cleaning of appliances, including ovens and refrigerators, is not included unless specifically requested and approved.

Parking fees paid by MARINA-CLEANING on behalf of the client may be added to the final invoice.

5.1 Parking Instructions & Visitor Parking

The client is solely responsible for providing accurate and valid parking instructions and, where applicable, valid visitor parking permits, parking passes, fobs, access credentials, gate codes, or any other information required for lawful parking at or near the service location.

MARINA-CLEANING and its employees or subcontractors are entitled to rely on any parking instructions, permits, passes, or other information provided by the client or the client's representative.

If a vehicle used by MARINA-CLEANING or its employees or subcontractors receives a parking ticket, is towed, impounded, immobilized, or otherwise incurs any parking-related charges, penalties, expenses, delays, or losses as a result of incorrect, incomplete, misleading, expired, invalid, or unauthorized parking instructions, permits,

passes, or other information supplied by the client or the client's representative, the client agrees to reimburse MARINA-CLEANING for all resulting losses and expenses, including, but not limited to:

- towing and impound fees;
- parking fines and penalties;
- administrative fees;
- transportation expenses;
- time reasonably spent by MARINA-CLEANING personnel resolving the incident;
- additional labour costs;
- any other direct costs or losses arising from the incident.

The client authorizes MARINA-CLEANING to add such amounts to the final invoice and to charge the authorized payment method used for the booking.

6. Professional Cleaning Standard

- Services are performed according to standard professional cleaning practices.
- Results are based on reasonable cleanliness, not perfection.
- Cleaning improves the condition of surfaces but does not restore or repair them.
- Wear, staining, or damage may limit the final result.

7. Hourly Service Model

- Services are billed per cleaner per hour unless otherwise stated in writing.
- Time starts upon arrival and includes setup and final inspection.
- All time tracked by MARINA-CLEANING is final unless a clear error is identified.

Completion of all tasks depends on:

- the condition of the property
- the number of cleaners
- the approved working time

If additional time is required:

- the client will be contacted for approval
- if declined, priority areas will be completed

Some services, such as carpet cleaning, may be priced at a fixed rate.

8. Property Condition & Estimates

- Quotes are based on the information provided and are estimates only.
- Actual cleaning time may vary.

Heavily soiled areas, including grease, buildup, mold, or pet-related issues, may require additional time. Additional time may be required; however, full removal of all contamination, including mold, is not guaranteed.

9. Service Limitations & Disclaimers

Walls: MARINA-CLEANING is not responsible for paint damage, discoloration, or surface changes.

Plumbing: Clients are responsible for ensuring plumbing is functional. Drain cleaning is not included.

Carpet & Upholstery:

- Stain and odor removal is not guaranteed.
- MARINA-CLEANING is not responsible for shrinkage, discoloration, or pre-existing issues.
- Proper drying and ventilation are the client's responsibility.

Mold:

- Mold removal is not guaranteed.
- Results depend on the condition of the surface and may require specialized treatment.

Garbage:

- Removal of garbage bags is not included unless specifically requested.
- Cleaners may collect and bag waste, but disposal outside the property must be arranged in advance.

Regular vs Deep Cleaning: Areas with heavy buildup require Deep Cleaning.

Severely neglected properties: Services may require additional time, adjustments in scope, or may be refused if conditions are unsafe.

10. Photos & Documentation

- Before and after photos may be taken for quality control and documentation.
- Photos may be used as evidence in case of disputes.
- Photos are limited to work areas only.
- Some photos may be used for marketing without identifying personal information.
- Clients may opt out in writing.

11. Call Recording

Telephone calls may be recorded for quality assurance, training, and dispute resolution.

By communicating by phone, clients consent to such recording in accordance with Canadian law.

12. Damage & Liability

- Any damage must be reported within 24 hours.
- MARINA-CLEANING carries liability insurance but is not responsible for:

- pre-existing damage
- unsecured items
- undisclosed fragile surfaces
- normal wear and aging

13. Non-Solicitation of Staff

Clients agree not to hire MARINA-CLEANING employees or subcontractors during the service period and for 12 months after the last service.

Violation will result in a fee of \$3000 per cleaner, reflecting recruitment, training, and business loss.

14. Governing Law

- These Terms are governed by the laws of British Columbia, Canada.
- Any disputes will be handled in the courts of British Columbia.
- MARINA-CLEANING reserves the right to update these Terms at any time.
- Continued use of services constitutes acceptance of the current Terms.