

MARINA-CLEANING INC. – Terms and Conditions

Effective date: 04 October 2025

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

1. Booking, Rescheduling & Recurring Services

- Appointments can be booked or rescheduled via text, email, or phone call.
 - At least 24 hours’ notice is required for cancellations or changes.
 - If cancelled or rescheduled with less than 24 hours’ notice, MARINA-CLEANING may charge a cancellation fee equivalent to 2 hours of the originally booked service.
 - Recurring cleanings continue until officially cancelled by the client. A pause applies only for the agreed period, after which services automatically resume on the original schedule.
 - Reminder and confirmation messages are a courtesy only. Lack of confirmation does not cancel the appointment.
 - If a cleaner arrives and access is not provided, this is considered a client “No-show,” payable in full.
 - Please allow for a time window due to traffic or extended previous jobs. Clients will be notified of delays.
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2. Payment Terms

- Payment is due immediately upon service completion or by the following calendar day, unless otherwise agreed in writing.
 - Accepted methods: e-transfer, credit card, debit card, or by cheque (if agreed in advance).
 - A 3.25% processing fee applies to all credit and debit card payments. This is a **bank charge** and will be added directly to the invoice total.
 - If payment is not received within 48 hours, a late fee of \$10 per day may apply (maximum \$100).
 - Continued non-payment may be referred to collections.
 - Tips are not required but always appreciated.
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2A. Deposits and Prepayment

- For all **new clients** booking services of 4 hours or more, or with an estimated value of \$200 or higher, a **50% deposit** is required at the time of booking.
 - For **large-scale services** (such as Move-out or Deep Cleaning over 8 hours), MARINA-CLEANING may require up to **100% prepayment**.
 - Deposits are applied toward the final invoice.
 - In the event of late cancellation or no-show, deposits are normally **non-refundable**; however, at MARINA-CLEANING's discretion, they may be **credited toward a future booking**.
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3. Satisfaction Guarantee & Complaints

- Complaints must be submitted within 24 hours after service completion.
 - If a valid complaint is received, MARINA-CLEANING will arrange a return visit within 48 hours.
 - Complaints submitted after 24 hours may not be accepted.
 - If a client refuses a reasonable return visit, the service will be considered complete.
 - Refunds are not available once cleaning has been completed.
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4. Access, Safety & Working Conditions

- If the client will not be home, access must be arranged (door code, key, concierge, etc.). Waiting time upon arrival counts as working time. If access is not granted within 30 minutes, the visit is considered cancelled by the client.
 - Clients must secure pets and ensure the space is free of hazardous materials.
 - For safety reasons, cleaners do not:
 - Move heavy furniture (>23 kg / 50 lbs)
 - Climb beyond a standard step ladder
 - Handle biohazardous waste (feces, urine, vomit, blood)
 - Cleaners have the right to refuse or stop work if conditions are unsafe or cause significant discomfort (e.g., aggressive animals, intoxicated individuals, invasive or constant monitoring). In such cases, the visit is considered cancelled without penalties.
 - Any parking fees incurred may be added to the final invoice.
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5. Damage, Liability & Photo Use

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

- Pre-existing damage
 - Loose or unsecured items
 - Fragile surfaces or décor not disclosed in advance
 - Before/after photos may be taken for internal quality assurance. Some photos may be used for marketing (website, social media) without showing personal details. Clients may opt out by notifying us in writing.
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6. Service Limitations & Disclaimers

- **Walls:** MARINA-CLEANING is not responsible for paint removal, discoloration, or surface damage caused by standard cleaning methods. Clients acknowledge that wall surfaces may be fragile.
 - **Plumbing:** Clients are responsible for ensuring functional plumbing. We do not unclog or clean drains. No discounts apply if reduced access to water affects service time.
 - **Carpets & Upholstery:** We do not guarantee complete removal of stains, odors, or damage. Results vary depending on material, age, and prior treatment. We are not responsible for discoloration, shrinkage, or worsening of pre-existing issues. Residual moisture after cleaning is normal; clients are responsible for ventilation and drying. We do not guarantee full removal of pet stains or odors.
 - **Regular vs. Deep Cleaning:** Regular Cleaning and Office Cleaning include only standard maintenance-level tasks. Areas with heavy buildup (e.g., bathrooms with soap scum, mold, mineral deposits, stained grout, kitchens with grease, heavily soiled floors) require **Deep Cleaning**. The classification of the service is determined by the actual condition of the property at the time of service.
 - **Photos for Quality Assurance:** For Deep Cleaning, Move-out, Post-construction, and similar services, before-and-after photos of selected areas may be taken for internal quality control and proof of service. Photos are not taken for Regular or Office Cleaning. Full-property photography is never performed; images are limited to specific work areas (e.g., bathrooms, kitchens, appliances, or heavily soiled spots).
 - **Arrival Times & Delays:** Arrival times are approximate. Delays may occur due to traffic, prior jobs running longer than expected, or other unforeseen circumstances. MARINA-CLEANING guarantees that service will be completed on the scheduled day but cannot guarantee exact arrival times unless the booking is the only job of the day. Clients will be notified of delays whenever possible.
 - **Satisfaction Guarantee:** MARINA-CLEANING guarantees to return and address missed spots or areas not properly cleaned, provided the issue is reported within 24 hours. To achieve the best results, additional time may be required; this will always be confirmed with the client before proceeding. If the client declines extra time, cleaners will complete only what is possible within the approved timeframe. Clients are encouraged to review the property immediately after cleaning. If on-site review is not possible, MARINA-CLEANING will rely on work notes and before/after photos as proof of service quality.
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7. Non-Solicitation of Staff

- Clients agree not to hire MARINA-CLEANING staff or subcontractors directly, nor anyone who worked with MARINA-CLEANING within the past 12 months.

- Violation will result in a contractual compensation fee of **\$3000 per cleaner**.
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8. Governing Law & Changes

- These Terms are governed by the laws of British Columbia, Canada.
- Any disputes fall under the jurisdiction of the courts of British Columbia.
- The most current version is available on our website and attached to booking confirmations and invoices.
- MARINA-CLEANING INC. reserves the right to update these Terms at any time. Continued use of our services constitutes agreement to the Terms in effect at the time of booking.