

Clean and Bright Cleaning Services

Terms & Conditions

Effective Date: August 15, 2026

These Terms & Conditions ("Terms") govern the use of the website and the cleaning services provided by **Clean and Bright Cleaning Services** ("Clean and Bright," "we," "us," or "our"). By booking, purchasing, or using our services, you ("Client," "you," or "your") agree to these Terms.

Please read these Terms carefully before booking a service.

1. About Our Services

Clean and Bright Cleaning Services provides residential cleaning services in Los Angeles, Santa Monica, Long Beach, and surrounding areas generally located within approximately 25 miles of our service area.

Our services may include recurring cleaning, one-time cleaning, deep cleaning, and other residential cleaning services described on our website or in an individual service quote.

Service availability depends on location, scheduling, property conditions, and the scope of work requested.

2. Booking and Service Confirmation

Clients may request or book services through our website, by telephone, or by email.

When booking a service, we may request information including:

- Full name
- Email address
- Telephone number
- Property address
- Service date and requested time
- Parking or access instructions
- Information regarding who will be present at the property
- Information regarding pets or animals
- Other information reasonably necessary to provide the requested service

A booking is not considered fully confirmed until Clean and Bright has accepted the appointment and, when applicable, the required deposit has been received.

We reserve the right to contact a Client to confirm or clarify booking information before accepting an appointment.

3. Online Accounts

Clients may have the option to create an account through our website or may book services without creating an account.

If you create an account, you are responsible for maintaining the accuracy and confidentiality of your account information and for activities conducted through your account.

You should notify us promptly if you believe your account information has been accessed or used without authorization.

4. Pricing and Estimates

Prices may vary depending on the size and condition of the property, the type of cleaning requested, frequency of service, number of rooms or bathrooms, additional services, and other factors affecting the scope of work.

Any estimate provided before the cleaning is based on the information available to us at the time.

If the actual condition or scope of the property differs materially from the information provided during booking, Clean and Bright may contact the Client before performing additional work or may adjust the price when reasonably necessary.

Additional services or work outside the agreed scope may result in additional charges.

5. Deposit and Payment

Unless otherwise stated at the time of booking, a **50% deposit** may be required to reserve a cleaning appointment.

The remaining balance is due according to the payment terms communicated at the time of booking.

Online card payments are processed through **GoDaddy Payments**. Clean and Bright does not intentionally store complete credit or debit card numbers on its own systems when payment processing is handled by the payment provider.

By providing payment information, you authorize the applicable payment processor to process the transaction associated with your booking.

Clean and Bright reserves the right to require payment before service, at the time of service, or according to another payment arrangement communicated to the Client.

6. Cancellation Policy

We understand that plans can change. Our cancellation policy is intended to protect both our Clients and the cleaners who reserve time specifically for an appointment.

First-Time Cleaning Appointments

If a Client cancels a first-time cleaning appointment with sufficient advance notice, the deposit may be eligible for a full refund as described in our cancellation policy.

For purposes of this policy:

- Cancellation **48 hours or more before the scheduled appointment**: the deposit is eligible for a full refund.
- Cancellation **24 to 47 hours before the scheduled appointment**: the Client generally will not be charged an additional cancellation fee; however, the deposit may be subject to the terms communicated at booking.
- Cancellation **less than 24 hours before the scheduled appointment**: a cancellation fee equal to **25% of the total service price** may apply.

Refunds are generally returned through the original payment method.

Certain circumstances may be reviewed individually at our discretion.

7. Rescheduling

Clients may request to reschedule an appointment by contacting Clean and Bright as soon as possible.

Rescheduling requests made with less than 24 hours' notice may be treated similarly to a late cancellation.

We will make reasonable efforts to accommodate rescheduling requests, but availability is not guaranteed.

8. No-Show / No-Access Policy

A **No-Show / No-Access** occurs when our cleaning professionals arrive at the scheduled location but cannot reasonably begin the service because the Client or an authorized person is unavailable or access to the property cannot be obtained.

Our cleaning professionals will wait for up to **15 minutes from their arrival time**.

If the Client or an authorized person does not provide access within those 15 minutes, the appointment may be considered a **No-Show / No-Access**.

In such circumstances, a fee equal to **25% of the total scheduled service price** may apply.

If the cleaning team is unable to access the property and the appointment cannot be completed, any deposit already paid may also be subject to the applicable cancellation terms.

Clients are responsible for providing accurate access instructions, keys, entry codes, parking instructions, and other information necessary for the cleaning team to access the property.

9. Client Responsibilities

The Client agrees to:

- Provide accurate booking information.
- Provide safe and reasonable access to the property.
- Provide accurate parking and entry instructions.
- Inform Clean and Bright of pets or animals on the property.
- Inform us of any known hazards or unusual conditions.
- Secure valuable, fragile, or highly sensitive items.
- Communicate any special cleaning requests before or at the beginning of the service.
- Ensure that the property is reasonably accessible for cleaning.

Clean and Bright is not responsible for delays or inability to complete services caused by inaccurate information, lack of access, unsafe conditions, or circumstances outside our reasonable control.

10. Pets and Animals

Clients must disclose whether pets or other animals are present at the property when booking.

For the safety of Clients, pets, and cleaning professionals, Clean and Bright may request that certain animals be secured in an appropriate area while cleaning is being performed.

We reserve the right to decline or stop a service if an animal presents an immediate safety concern.

11. Parking and Access

Clients are responsible for providing accurate parking instructions and notifying Clean and Bright of any parking restrictions, permits, gates, security procedures, or other access requirements.

If parking is unavailable or access requires a fee, the Client may be responsible for reasonable parking or access charges when disclosed or agreed upon.

Failure to provide reasonable access may result in delays, additional charges, or application of the No-Show / No-Access policy.

12. Scope of Cleaning Services

Clean and Bright will perform the services included in the Client's selected service or customized quote.

Not every cleaning service includes the same tasks.

Items outside the agreed scope may require an additional charge or may not be available.

Certain conditions may prevent a surface or area from being restored to its original appearance. Examples may include permanent stains, damage, deterioration, hard-water buildup, excessive grease, mold, rust, discoloration, or other conditions that cannot reasonably be removed through standard residential cleaning methods.

We do not guarantee that every stain, mark, odor, buildup, or discoloration will be completely removed.

13. Hazardous or Unsafe Conditions

Clean and Bright reserves the right to refuse or discontinue a cleaning service when conditions are unsafe or potentially hazardous to our employees, contractors, Clients, or others.

Examples may include:

- Biohazardous materials
- Excessive infestation
- Needles or other hazardous materials
- Dangerous chemicals
- Unsafe structural conditions
- Excessive animal waste
- Aggressive or dangerous animals
- Situations presenting a reasonable risk of injury

If a service must be cancelled or stopped because of unsafe conditions, applicable cancellation or payment terms may apply depending on the circumstances.

14. Valuable and Fragile Items

Clients are responsible for securing cash, jewelry, documents, collectibles, electronics, antiques, artwork, fragile items, and other valuables before the cleaning service.

Clients should notify us before the service of any item requiring special handling.

Clean and Bright is not responsible for damage to items that were not reasonably identified as fragile or that were improperly secured.

15. Existing Damage

Clients are encouraged to inform us of existing damage, defects, stains, loose fixtures, damaged flooring, cracked surfaces, or other conditions before cleaning begins.

Clean and Bright is not responsible for pre-existing damage or deterioration.

We may document pre-existing conditions through written notes or photographs for service records.

16. Re-Clean Policy

We want our Clients to be satisfied with their cleaning.

If you believe an area that was included in your service was not adequately cleaned, please contact us **within 48 hours of the completion of the service.**

We may request photographs or other reasonable information describing the concern.

When the issue qualifies under our Re-Clean Policy, Clean and Bright may provide a **complimentary re-clean of the affected area.**

A re-clean generally applies only when:

1. The area was included in the original service.
2. The requested cleaning task was part of the agreed scope.
3. The concern is related to the quality of the cleaning performed.
4. The Client contacts us within the applicable 48-hour period.

A re-clean does not apply to:

- New messes created after the cleaning;
- Areas outside the original scope;
- Permanent stains or damage;
- Conditions that could not reasonably be removed through standard cleaning;
- Issues reported after the applicable reporting period; or
- Requests for additional services that were not included in the original booking.

If the Client Declines a Re-Clean

If Clean and Bright determines that a Client qualifies for a re-clean but the Client chooses not to have the affected area re-cleaned, Clean and Bright may, at its discretion, offer a refund or credit equal to **10% of the total service price.**

The 10% amount is offered as an alternative to the re-clean and is not an automatic refund for every complaint.

17. Photos and Documentation

Clean and Bright may take photographs of areas relevant to a cleaning concern, existing damage, unusual conditions, or documentation of the condition of a property.

We will use such photographs for legitimate business purposes such as documenting service conditions, resolving disputes, or evaluating cleaning concerns.

We will not intentionally publish photographs containing identifiable personal information or private household information for marketing purposes without appropriate permission.

18. Service Delays

Cleaning times are estimates and may vary depending on the actual condition and size of the property.

Unexpected circumstances, traffic, weather, previous appointments, access problems, or unusually difficult cleaning conditions may cause delays.

We will make reasonable efforts to communicate significant delays.

19. Right to Refuse or End a Service

Clean and Bright reserves the right to refuse, postpone, or discontinue a service when:

- The property presents an unsafe condition;
- The Client or another person behaves in a threatening, abusive, or inappropriate manner;
- Access cannot be obtained;
- The actual condition of the property substantially differs from the information provided;
- The requested work is outside our services;
- A situation presents a reasonable risk of injury or property damage; or
- Other circumstances make it unreasonable or unsafe to continue.

20. Property Damage and Claims

Clients must notify Clean and Bright as soon as reasonably possible if they believe an item or property was damaged during a cleaning service.

Claims should include a description of the alleged damage and, when reasonably possible, photographs or other supporting information.

Clean and Bright will review reported incidents in good faith.

We do not assume responsibility for ordinary wear and tear, pre-existing damage, improperly installed items, defective materials, or damage resulting from conditions outside our reasonable control.

21. Website Use

The content of the Clean and Bright Cleaning Services website is provided for general informational and business purposes.

We make reasonable efforts to keep website information accurate and current, but we do not guarantee that every page, price, description, availability indication, or other information will always be error-free or current.

We reserve the right to modify website content, services, pricing, availability, or features at any time.

22. Third-Party Services

Our website and business operations may rely on third-party providers, including website hosting, payment processing, booking tools, communications services, analytics services, and advertising platforms.

Those providers may have their own terms and privacy policies.

Clean and Bright is not responsible for the independent practices, policies, availability, or security practices of third-party services beyond our reasonable control.

23. Electronic Communications and Text Messages

By providing your telephone number or email address and requesting a service, you authorize Clean and Bright to contact you regarding your appointment and account.

Service-related communications may include:

- Booking confirmations
- Appointment reminders
- Scheduling communications
- Rescheduling notices
- Service updates
- Payment-related communications
- Follow-up communications regarding your cleaning

These communications are intended to facilitate the services you request.

You may contact us if you need assistance changing your communication preferences.

24. Limitation of Liability

To the maximum extent permitted by applicable law, Clean and Bright Cleaning Services shall not be liable for indirect, incidental, special, consequential, or punitive damages arising from the use of our website or services.

Nothing in these Terms is intended to waive or limit any right or liability that cannot legally be waived or limited under applicable law.

25. Indemnification

To the extent permitted by law, the Client agrees to be responsible for claims or losses arising from the Client's intentional misconduct, inaccurate information, failure to disclose known hazards, or violation of these Terms.

26. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the State of California, without regard to conflict-of-law principles.

27. Changes to These Terms

Clean and Bright Cleaning Services may update these Terms from time to time.

The updated version will be posted on our website with a revised effective date.

Your continued use of our services after updated Terms are posted constitutes acceptance of the updated Terms to the extent permitted by law.

28. Contact Us

If you have questions about these Terms, your appointment, or our services, please contact:

Clean and Bright Cleaning Services

Email: cleanandbrightsvcs@gmail.com

Phone: (213) 908-3218

Website: <https://cleanandbrightcleaningservice.com>

By booking or using our services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.