

Cleaning Su Casa - Terms and Conditions

Effective Date: 08/01/2023

1. Introduction

Welcome to Cleaning Su Casa (hereinafter referred to as "the Company"). By engaging our residential cleaning services, you (hereinafter referred to as "the Client") agree to adhere to the following terms and conditions.

2. Services Provided

2.1. The Company offers comprehensive residential cleaning services tailored to the Client's needs. The scope of work, including specific tasks, areas, and frequency, will be outlined in a detailed cleaning quote provided to the Client.

2.2. The Client acknowledges that the Company's services may include dusting, vacuuming, mopping, surface cleaning, and sanitization of various areas within the residence, as well as additional services as specified in the cleaning quote.

3. Quotes and Deposits

3.1. The Client will receive a written cleaning quote specifying the scope of work and the total cost for the cleaning services requested.

3.2. Upon approval of the quote, the Client agrees to pay a non-refundable deposit equal to 50% of the total quoted price to secure the cleaning appointment. This deposit is required to confirm and hold the reservation.

3.3. The deposit can be paid by cash, check, credit/debit card, or electronic funds transfer (EFT). Payment instructions will be provided by the Company.

4. Payment Terms

4.1. The remaining 50% of the total quoted price is due upon completion of the cleaning service and must be paid immediately upon presentation of the invoice.

4.2. Payment for services can be made in cash, check, credit/debit card, or electronic funds transfer (EFT). Invoices and receipts will be provided for all payments.

4.3. In the event that the Client fails to make payment on the agreed-upon date, a late payment fee may be assessed, at the Company's discretion.

5. Cancellation and Rescheduling

5.1. The Client may cancel or reschedule a cleaning appointment by providing a minimum of 48 hours' notice before the scheduled cleaning time.

5.2. Failure to provide timely notice may result in the forfeiture of the deposit.

5.3. The Company reserves the right to reschedule or cancel appointments due to unforeseen circumstances such as inclement weather or staff availability. In such cases, every effort will be made to reschedule the appointment at the Client's convenience.

6. Liability and Insurance

6.1. The Company is fully insured and bonded for liability.

6.2. The Client is responsible for securing or removing valuable or fragile items before the cleaning team's arrival.

6.3. The Client agrees to report any damage or breakage caused by the cleaning team within 24 hours of the cleaning service. The Company will not be held responsible for damage not reported within this timeframe.

6.4. In the event of accidental damage caused by the Company, the Client acknowledges that the liability is limited to the cost of repair or replacement, not exceeding the total cleaning cost.

7. Safety

7.1. The Client agrees to maintain a safe environment for the cleaning team during their service. This includes keeping pets restrained and notifying the Company of any hazards or concerns within the residence.

7.2. The cleaning team reserves the right to refuse service if they believe their safety is at risk.

8. Satisfaction Guarantee

8.1. The Company strives for customer satisfaction. If the Client is not satisfied with any aspect of the cleaning service, they should contact the Company within 24 hours of service completion.

8.2. The Company will make every reasonable effort to rectify any issues promptly, which may include re-cleaning or addressing specific concerns.

8.3. Refunds or partial refunds may be provided at the Company's discretion.

9. Privacy and Confidentiality

9.1. The Company respects the privacy of the Client and will not disclose any confidential information provided, including access keys and alarm codes.

9.2. The Company will maintain the confidentiality of the Client's personal information and will not share it with third parties.

10. Termination of Services

10.1. Either party may terminate the cleaning services with written notice.

10.2. In the event that the Client terminates services, any remaining deposit balance will be refunded within 14 days of termination.

11. Changes to Terms and Conditions

11.1. The Company reserves the right to update these Terms and Conditions as needed, with notice to the Client.

By accepting a cleaning quote and booking our services, the Client agrees to abide by these Terms and Conditions. If you have any questions or concerns, please contact Cleaning Su Casa before confirming your cleaning appointment. Thank you for choosing Cleaning Su Casa for your residential cleaning needs.