

HEY MISS MAID – LIFETIME DISCOUNT AGREEMENT

Issued under the Hey Miss Maid Limited-Time Lifetime Discount Promotion
(Valid until withdrawn by the company)

This Agreement governs participation in the “50% Off for Life” promotion (“Lifetime Discount”) offered by Hey Miss Maid, Inc. (“Parent Company”), through its Barrie operations, which may operate as a branch, division, subsidiary, or franchise (“Barrie Operations”). By signing this Agreement, the undersigned individual (“Customer”) agrees to the following terms:

1. Promotion Control

Hey Miss Maid reserves the right to start, halt, modify, or reintroduce this promotion at its sole discretion, in any municipality, province, or country, without obligation to provide notice to prior or current participants.

2. Scope of Discount

The Lifetime Discount provides 50% off the standard residential cleaning service rate, as defined by Hey Miss Maid at the time of booking. This discount applies only to standard residential cleaning and does not constitute a fixed price guarantee. Additional or specialty services that fall outside of standard residential cleaning are not covered by this discount and will be billed at their full listed rates as defined by Hey Miss Maid.

3. Eligibility & Individual Scope

- The discount applies to one (1) individual Customer per Agreement.
 - The Customer must provide valid government-issued identification and proof of primary residence at the designated property.
 - The property must be a single residential dwelling and serve as the Customer’s primary residence.
 - The Agreement is non-transferable and cannot be assigned, inherited, shared, or otherwise transferred to another individual, household member, or entity.
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4. Service Frequency Requirement

To maintain eligibility, the Customer must book and complete a **minimum total of six (6) hours of standard residential cleaning within every consecutive ninety (90) day period.**

- Services must take place at the Customer's designated primary residence.
- Add-on services, one-time specialty services, or third-party partner services do not qualify unless performed alongside the required minimum standard cleaning hours.
- Failure to meet this requirement results in immediate termination of the discount, without reinstatement.

5. Account in Good Standing

The discount remains valid only while the Customer's account is in good standing. An account in good standing means:

- All invoices are paid in full and on time.
- Cancellations are minimal and, if they occur, must be rebooked within seven (7) days and completed as scheduled.
- No excessive cancellations, reschedules, or payment issues occur.

Failure to maintain good standing may result in immediate revocation of the discount.

6. Exclusions from Discount

The Lifetime Discount applies only to the base price of qualifying cleaning services. It does not apply to:

- Late payment fees
 - Cancellation or lockout fees
 - Travel surcharges
 - Equipment rental charges
 - Emergency cleaning services
 - Any incidental or administrative fees
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7. Emergency Cleanings

Emergency or on-call cleaning services requested with less than twenty-four (24) hours' notice are not subject to the Lifetime Discount. These services will be billed at Hey Miss Maid's standard emergency rate.

8. Duration & Lifetime Definition

The "lifetime" of this promotion is limited as follows, in order of priority:

1. **Barrie Operations** (branch, division, subsidiary, or franchise) remain active and providing residential cleaning services.
2. **Customer's lifetime**, provided they remain at the designated property as their primary residence.
3. **Parent Company (Hey Miss Maid, Inc.)** continues to exist and operate.

If Barrie Operations dissolve, cease, or are limited in scope (outside of office work and support for other branches) for six (6) consecutive months, this Agreement becomes null and void. If Hey Miss Maid, Inc. dissolves, is sold, or ceases operation, continuation of this Agreement is at the sole discretion of any successor entity.

9. Pricing Adjustments

The discount is applied to current pricing at the time of booking. Hey Miss Maid reserves the right to adjust service pricing in accordance with market conditions, operational costs, and company policy. Such adjustments do not invalidate or diminish the Lifetime Discount.

10. Service Scope Changes

The discount applies only to Hey Miss Maid's **current definition of standard residential cleaning services**. Changes to the scope of included services will not affect the validity of this Agreement, and the discount will apply to whatever constitutes standard residential cleaning at the time of booking.

11. Primary Residence Definition

"Primary residence" is defined as the dwelling where the Customer resides as their main home, as reflected in government-issued identification or tax records. Secondary properties, vacation homes, rental units, or commercial spaces are excluded.

12. Non-Transferability

The Agreement is strictly personal. It does not extend to family members, heirs, cohabitants, or future residents of the property if the Customer no longer occupies the property as their primary residence.

13. Plain-English Summary

Hey Miss Maid may provide a simplified summary of this Agreement in plain English for ease of understanding. This summary is for convenience only and does not replace or supersede the full Agreement. In case of conflict, this Agreement governs.

14. Governing Law

This Agreement is governed by the laws of the Province of Ontario and applicable federal laws of Canada.

15. Entire Agreement

This Agreement constitutes the entire understanding between Hey Miss Maid and the Customer regarding the Lifetime Discount promotion and supersedes all prior discussions, representations, or agreements.

Customer Information:

First Name: _____ Last Name: _____

Address: _____

Primary ID Verified: Yes / No

Customer Signature: _____ Date: _____

Hey Miss Maid Representative: _____ Date: _____