

CLEANING SERVICE CONTRACT

1. 1. Parties

This Cleaning Services Agreement (the "Agreement") is entered into on [EFFECTIVE DATE] between [CLEANING COMPANY NAME], located at [PROVIDER ADDRESS] (the "Provider"), and [CLIENT NAME], located at [CLIENT ADDRESS] (the "Client"). The Provider and the Client are referred to individually as a "Party" and together as the "Parties." The primary contacts for scheduling and billing are [PROVIDER CONTACT AND PHONE] and [CLIENT CONTACT AND PHONE]. Each Party represents that the person signing below is authorized to do so.

2. 2. Premises and Access

The Provider will clean the property located at [SERVICE ADDRESS], described as [PROPERTY TYPE AND SIZE, e.g., 3-bedroom residence, approximately 2,000 square feet / suite of offices on floor 4]. The Client will provide reliable access by [ACCESS METHOD, e.g., key, lockbox code, keypad, building fob, on-site contact] and will supply any alarm code or disarm procedure in writing before the first visit. Keys, fobs, and codes issued to the Provider will be stored securely, will not be labeled with the service address, and will be returned or deactivated within [KEY RETURN PERIOD, e.g., five days] after this Agreement ends. The Client will ensure that pets are secured, that parking is available where required, and that the areas to be cleaned are reasonably free of clutter and personal items. The Client will inform the Provider in advance of any area, cabinet, room, or item that should not be entered or touched.

3. 3. Scope of Cleaning Services

Each standard visit includes the following tasks: [STANDARD SCOPE, e.g., dusting accessible surfaces, vacuuming and mopping floors, cleaning and sanitizing bathrooms, cleaning kitchen counters and exterior of appliances, emptying trash and replacing liners, wiping interior of accessible glass and mirrors]. The following are excluded from a standard visit and are available as add-on services: [EXCLUSIONS, e.g., interior of ovens and refrigerators, interior windows above ground level, laundry and dish washing, carpet shampooing, wall washing, garages, biohazard or mold remediation, moving furniture heavier than 25 pounds]. The Provider will not clean areas that are unsafe to reach, require the use of ladders above [LADDER HEIGHT LIMIT], or involve hazardous materials. The Client acknowledges that heavily soiled properties may require an initial deep clean, billed at [DEEP CLEAN RATE], before recurring visits can be performed within the scheduled time.

4. 4. Schedule and Frequency

Cleaning will be performed [FREQUENCY, e.g., weekly, every other week, monthly] on [DAY OF WEEK] with an arrival window of [ARRIVAL WINDOW, e.g., 9:00 a.m. to 11:00 a.m.]. A standard visit is estimated at [VISIT DURATION] with a crew of [NUMBER OF CLEANERS]. The Provider will give the Client at least [SCHEDULE CHANGE NOTICE, e.g., 48 hours] notice of any change to a scheduled visit, other than for emergencies, illness, or severe weather. Visits falling on [HOLIDAY LIST] will be rescheduled to the nearest mutually agreeable date. The Client understands that arrival times are estimates and that traffic or an unusually large job earlier in the day may shift the window.

5. 5. Supplies, Equipment, and Utilities

The Provider will supply all cleaning products, cloths, and equipment unless the Parties select the client-supplied option below. If the Client requires specific products for surfaces such as natural stone, hardwood, or specialty finishes, the Client will provide those products and written instructions, and the Provider is not responsible for

results obtained using them. Client-supplied option: the Client will provide [CLIENT-SUPPLIED ITEMS, e.g., vacuum, mop, designated products] in safe working condition, and the Provider is not liable for damage caused by defective client equipment. The Client will provide access to running water, electricity, and a place to dispose of trash. The Provider will not mix cleaning chemicals or use any product in a way inconsistent with its label instructions.

6. 6. Pricing and Payment Terms

The Client will pay [RATE PER VISIT] per visit, or [MONTHLY RATE] per month for the agreed frequency. Payment is due [PAYMENT TIMING, e.g., on the day of service / within 7 days of invoice] by [PAYMENT METHOD]. Invoices not paid within [PAYMENT TERM, e.g., 15 days] accrue a late charge of [LATE FEE AMOUNT OR PERCENTAGE] per month or the maximum permitted by applicable law, whichever is less, and the Provider may suspend service until the balance is paid. Returned payments are subject to a fee of [RETURNED PAYMENT FEE]. Prices are exclusive of any applicable sales tax, which will be added where required.

7. 7. Additional Services and Rate Changes

Add-on tasks requested by the Client are billed at [ADD-ON RATE] or at the quoted flat rate for that task, and must be requested at least [ADD-ON NOTICE, e.g., 24 hours] before the visit so that enough time can be scheduled. If the condition, size, or occupancy of the property changes materially — for example a renovation, a move, additional occupants, or a pet added to the household — the Provider may adjust the rate after giving written notice and discussing the change with the Client. The Provider may adjust standard rates no more than [RATE CHANGE FREQUENCY, e.g., once per 12 months] by giving at least [RATE CHANGE NOTICE, e.g., 30 days] written notice. If the Client does not accept a rate change, the Client may terminate under Section 9 without penalty before the new rate takes effect.

8. 8. Cancellation, Rescheduling, and Lockout Fees

The Client may cancel or reschedule a visit without charge by giving at least [CANCELLATION NOTICE, e.g., 24 hours] notice. Cancellations made with less notice are billed at [LATE CANCELLATION FEE, e.g., 50 percent of the visit rate]. If the Provider arrives and cannot access the property because of a lockout, a failed code, an unexpected alarm, an unsecured pet, or another condition preventing safe work, the visit is billed at [LOCKOUT FEE, e.g., 100 percent of the visit rate]. If the Provider cancels a visit for any reason other than severe weather or an emergency, the Provider will offer a replacement date within [MAKEUP WINDOW, e.g., five business days] or credit the visit. Repeated late cancellations, defined as more than [CANCELLATION LIMIT] in any [PERIOD], allow the Provider to terminate this Agreement on written notice.

9. 9. Term and Termination

This Agreement begins on [START DATE] and continues on a month-to-month basis until terminated. Either Party may terminate for convenience by giving [TERMINATION NOTICE, e.g., 14 days] written notice. Either Party may terminate immediately for a material breach that is not cured within [CURE PERIOD, e.g., seven days] after written notice, and the Provider may terminate immediately if conditions at the property become unsafe, unsanitary beyond the agreed scope, or hostile to its personnel. On termination, the Client will pay for all visits performed through the termination date and the Provider will return all keys, fobs, and access devices. Any prepaid amounts for visits not performed will be refunded within [REFUND PERIOD, e.g., 14 days].

10. 10. Personnel, Substitutions, and Non-Solicitation

The Provider will assign trained personnel to the property and may substitute cleaners as needed to maintain the

schedule. All personnel assigned have completed the standard screening process of the Provider, including [SCREENING DESCRIPTION, e.g., identity verification and criminal background check], and are covered by the insurance described in Section 12. The Provider remains responsible for supervising and paying its personnel, including all wages, taxes, and any required workers compensation coverage. During this Agreement and for [NON-SOLICIT PERIOD, e.g., 12 months] after it ends, the Client will not directly hire or engage any cleaner introduced by the Provider without paying a placement fee of [PLACEMENT FEE]. The Client will report any concern about a specific cleaner to the Provider rather than addressing it with the cleaner directly.

11. 11. Independent Contractor Status

The Provider is an independent contractor and not an employee, agent, or partner of the Client. The Provider controls the methods, sequence, products, and personnel used to perform the cleaning, subject to the scope and schedule agreed in this Agreement. The Provider is solely responsible for all taxes, licenses, permits, and insurance associated with its business, and no employee benefits, tax withholding, or unemployment coverage will be provided by the Client. The Provider may serve other clients and is free to schedule other work around the visits described here. Nothing in this Agreement creates an employment or joint employer relationship between the Client and any person performing the cleaning.

12. 12. Insurance, Property Damage, and Breakage

The Provider will maintain commercial general liability insurance of at least [LIABILITY COVERAGE AMOUNT, e.g., \$1,000,000 per occurrence] and any bonding or workers compensation coverage required for its business, and will provide a certificate of insurance on request. The Provider will exercise reasonable care and will notify the Client in writing within [DAMAGE NOTICE PERIOD, e.g., 24 hours] of any item that is damaged or broken during a visit. The Client must report any suspected damage, loss, or unsatisfactory condition within [CLAIM WINDOW, e.g., 48 hours] of the visit so the Provider can inspect it; claims made after that window may be denied because the cause can no longer be verified. The Provider is not responsible for pre-existing damage, ordinary wear, items that were already loose or unstable, or damage to fragile, antique, or irreplaceable items that the Client did not identify in writing and remove from the cleaning area. The Client agrees to secure cash, jewelry, firearms, prescription medication, and confidential documents before each visit.

13. 13. Satisfaction Guarantee and Re-Clean

If the Client is not satisfied with any part of a visit, the Client will notify the Provider within [GUARANTEE WINDOW, e.g., 24 hours] and identify the specific areas at issue. The Provider will return to re-clean those areas at no additional charge within [RE-CLEAN PERIOD, e.g., three business days]. The re-clean is the sole remedy for a service complaint, and refunds are issued only where a re-clean is not practical or the Provider is unable to schedule one within that period. This guarantee does not cover tasks excluded under Section 3 or conditions caused by use of the property after the visit. The Client will provide access for the re-clean on the same terms as a regular visit.

14. 14. Confidentiality and Security

The Provider and its personnel will treat everything observed at the property as confidential, including documents, screens, correspondence, security arrangements, household routines, and the identity of occupants. The Provider will not photograph the property or its contents except for damage documentation or, with prior written consent from the Client, before-and-after marketing images that do not identify the address or any occupant. Access codes, keys, and alarm information will be shared only with personnel assigned to the property and will be updated or revoked when personnel change. The Client will notify the Provider promptly of any change to codes or alarm procedures so that a false alarm or lockout can be avoided. These obligations continue after this Agreement ends.

15. 15. Governing Law and General Provisions

This Agreement is governed by the laws of the State of [GOVERNING STATE], without regard to conflict of laws rules, and any dispute will be brought in the courts located in [VENUE COUNTY AND STATE]. The Parties will attempt to resolve any dispute informally, and then through mediation in [MEDIATION LOCATION], before filing suit. This Agreement is the entire agreement between the Parties regarding cleaning services and replaces any earlier quote, flyer, or verbal arrangement; amendments must be in writing and signed or confirmed in writing by both Parties. Neither Party may assign this Agreement without written consent, except to a successor acquiring substantially all of the business of the Provider. If any provision is unenforceable, the remaining provisions stay in effect, and neither Party is liable for failure to perform caused by events beyond its reasonable control.

16. 16. Signatures

By signing below, both Parties confirm they have read and agree to this Agreement as of the Effective Date.

PROVIDER: [CLEANING COMPANY NAME]. Signature: _____. Printed Name:

[PROVIDER SIGNER NAME]. Title: [TITLE]. Date: [DATE]. CLIENT: [CLIENT NAME]. Signature:

_____. Printed Name: [CLIENT SIGNER NAME]. Date: [DATE]. Electronic signatures and counterpart copies have the same effect as original signatures.

17. Disclaimer

This template is provided for general informational purposes only and is not legal advice. Cleaning businesses face different licensing, bonding, insurance, and worker classification requirements depending on the state and municipality, and some consumer protection rules limit cancellation fees and liability waivers. Review and adapt this document for your own circumstances, and consult a licensed attorney or your insurer before relying on it. Use of this template does not create an attorney-client relationship with ScanContract.