

**B Cleaner Services
Residential Cleaning Service Agreement**

This Residential Cleaning Service Agreement is made and entered into on _____(month) ____ day of 2025, by and between:

Client Name: _____
Client Address: _____
Client Phone Number: _____
Client Email: _____

AND

B Cleaner Services ("Service Provider")

Contact: Brittany
Phone: 815-821-4454
Email: b.cleanerservice@gmail.com

1. Scope of Services

Service Provider agrees to provide residential cleaning services to the Client at the specified location. Services include but are not limited to:

- Regular cleaning (dusting, vacuuming, mopping, surface cleaning)
- Deep cleaning (first cleaning, then every 3 months to follow, per area upon request)
- Kitchen cleaning (countertops, appliances, sinks, floors)
- Bathroom cleaning (toilets, sinks, showers, mirrors)
- Living and sleeping areas (dusting, organizing, floor care)
- Move-in/move-out cleaning (if applicable)
- Add-on services (upon 24 hour request)

2. Service Schedule

Cleaning services shall be performed on: Wednesday

- Weekly
 Bi-Weekly
 Monthly
 One-Time Service
 Other: _____

Service Time: _____

3. Payment Terms

Client agrees to pay the Service Provider as follows:

- Payment due: Upon completion Weekly Monthly
- Accepted Payment Methods: Cash, Credit/Debit Card, Electronic Payment (e.g., Venmo, or CashApp)

. Agreement Acknowledgment

By signing below, both parties agree to the terms outlined in this Agreement.

Client Signature: _____

Date: _____

Service Provider Signature: *Brittany Rodda* _____

Date: _____

B Cleaner Services

Terms of Service

Effective Date: _____

Welcome to B Cleaner Services! We are committed to providing high-quality, professional, and reliable cleaning services tailored to your needs. By booking our services, you agree to the following Terms of Service, which outline our mutual expectations and responsibilities.

1. Service Agreement

These Terms of Service govern all cleaning services provided by B Cleaner Services. By scheduling and using our services, you confirm that you have read, understood, and agreed to these terms. We strive to deliver consistent and exceptional cleaning services, ensuring your satisfaction with every visit.

2. Booking & Scheduling

- All appointments must be scheduled in advance and confirmed by B Cleaner Services.
 - Clients must provide accurate service details, including access instructions and any specific cleaning requests.
 - We reserve the right to reschedule or cancel appointments due to emergencies, hazardous conditions, or unforeseen circumstances.
 - Recurring clients will be given priority scheduling based on availability.
-

3. Payments & Fees

- A **non-refundable deposit of 50%** (depending on the service booked, i.e., residential, commercial, move-in/move-out) is required for first-time bookings to secure your appointment.
 - Payment is due **on the day of service completion** unless otherwise agreed upon.
 - Accepted payment methods include **cash, Venmo, Cash App, and Square**.
 - A **24-hour grace period** is provided for payments. After 24 hours, a **\$25 late fee** will be applied for each additional day the balance remains unpaid. After **7 days**, all future services will be suspended until full payment is received.
 - Additional fees may apply for:
 - Excessive clutter requiring additional cleaning time (\$30-\$85 depending on severity).
 - Organization services (quoted separately based on need and time required).
 - Last-minute changes or add-on requests that extend the original scope of work.
-

4. Cancellation & Rescheduling

- Clients must provide at least **24 hours' notice** for cancellations or rescheduling.
 - Cancellations made with **less than 24 hours' notice** will incur a cancellation fee of **\$30-\$100 depending on the services booked**.
 - If our cleaners arrive at the scheduled time and cannot gain access, the service provider will send clients a notice after sending notice to the client the service provider will start a 15 minute waiting period, once that waiting period ends a **lockout fee of \$30 or more** (depending on service type) will apply.
 - Frequent cancellations may result in service suspension at our discretion.
 - **Weather-Related Cancellations:** We prioritize safety. Services may be postponed due to severe weather conditions. Clients will be notified promptly, and no cancellation fees will be applied for weather-related cancellations.
-

5. Client Responsibilities

- Clients must ensure that the service area is accessible, safe, and free from hazards before cleaning.
- Personal and high-value items should be stored securely to prevent accidental damage.
- If special cleaning products are requested, the client must provide them in advance, or an estimated price of preferred products will be applied to your next payment.
- **Pets should be secured or supervised** to ensure the safety of both our staff and your pets. If a pet displays aggression, we reserve the right to leave the premises immediately.
- **Clutter Policy:** Clients must ensure that **at least 80% of clutter is put away** before the scheduled cleaning. If excessive clutter prevents us from completing our tasks, an additional fee may apply, or services may be rendered incomplete.
- **Children Under 14:** For safety reasons, we request that children under 14 be in a separate area during cleaning services.

6. Liability & Damages

- B Cleaner Services takes all reasonable precautions to prevent damage while cleaning.
- We are **not liable for pre-existing damages**, fragile or broken items, or improperly installed fixtures.
- If damage occurs due to **proven negligence by our team**, we will assess and address the situation appropriately.
- Clients must notify us within **24 hours** of any issues or concerns regarding our service.

7. Satisfaction Guarantee

- We take pride in our work and want you to be satisfied. If you are unhappy with any aspect of the cleaning service, please contact us within **24 hours**, and we will make reasonable efforts to resolve the issue.
- Requests for touch-ups must be within the scope of the original cleaning service.

8. Health & Safety

- We comply with health and safety regulations and use safe and effective cleaning products.
- Clients must inform us of any health concerns, including **recent illnesses** in the household within **24 hours of the scheduled service**.
- If a cleaner is unwell, we will reschedule the service at no additional charge.

9. Termination of Services

- Either party may terminate cleaning services with a **7-day written notice**.
- Any outstanding payments must be settled before termination.
- We reserve the right to discontinue service for **repeated non-payment, safety concerns, or disrespectful behavior** toward our cleaning staff.

10. Confidentiality

- We will maintain the confidentiality of any personal information provided to us and use it solely for providing our services.
- We will not disclose your information to third parties without your consent unless required by law.

11. Modifications to Terms

B Cleaner Services reserves the right to update these Terms of Service at any time. Clients will be notified of significant changes via email or updates on our website.

12. Contact Information

For any questions, service inquiries, or feedback, please contact us:

B Cleaner Services

Phone: **815-821-4454**

Email: b.cleanerservice@gmail.com

By scheduling and using our services, you acknowledge and agree to these Terms of Service. Thank you for choosing B Cleaner Services—we look forward to helping you stress less while we clean the mess!