

TERMS & CONDITIONS AGREEMENT CONTRACT

This Terms and Conditions Agreement Contract ("Agreement") govern the provision of cleaning services by High Definition Residential & Commercial Cleaning Solutions ("I") to the undersigned client ("Client"). By booking or receiving services, the Client agrees to the following:

SERVICE ACCESS & CONDITIONS

The Client must ensure safe and timely access to the property during the scheduled time. I reserve the right to refuse or discontinue service if the environment is unsafe or unsanitary beyond standard cleaning conditions (e.g., presence of hazardous materials, infestations, hoarding).

SUPPLIES AND EQUIPMENT

I will provide all necessary cleaning supplies and equipment, unless otherwise agreed upon in writing. If the Client requests use of specific products, this must be communicated in advance.

FURNITURE, PERSONAL BELONGINGS & PRIVACY

Heavy Furniture & Items: I do not move heavy furniture, appliances, or other heavy items due to the risk of personal injury and/or property damage. Any items that require moving must be relocated by the Client prior to the scheduled cleaning appointment.

Disassembly of Items: I do not disassemble furniture, fixtures, appliances, or other household items for cleaning purposes due to the risk of damage. Any items that need to be taken apart must be disassembled by the Client before the scheduled service.

Personal Belongings: Unless specifically requested by the Client, I will not open or clean inside cupboards, cabinets, closets, drawers, safes, storage containers, or handle the Client's personal belongings. If interior cleaning of these areas is requested, they should be emptied by the Client prior to the appointment to allow for safe and efficient cleaning.

Privacy & Confidentiality: I respect every Client's privacy and understands the importance of trust when working in your home or business. Any personal information, documents, photographs, mail, financial information, or other private belongings encountered during the course of providing services will be treated with the highest level of confidentiality and respect. I will never intentionally access, read, photograph, share, or disclose any personal or confidential information belonging to the Client. All services are performed with professionalism, integrity, and respect for the Client's privacy at all times.

INCLEMENT WEATHER & DELAYS

In the event that inclement weather, emergencies, or other unforeseen circumstances delay or prevent the Service Provider from performing the scheduled service, the Client will be notified as soon as reasonably possible. The Service Provider will make every effort to reschedule the service at the earliest mutually convenient time.

I sincerely apologize in advance for any inconvenience this may cause and appreciate your understanding and flexibility. The Service Provider shall not be held liable for delays or failure to perform services due to causes beyond its control.

TERMINATION OF SERVICES

Either party may terminate this Agreement at any time by providing written notice to the other party. If termination occurs prior to a scheduled service, the applicable cancellation terms outlined in this Agreement will apply.

LIABILITY

I will handle all property with care; however, I am not liable for any pre-existing damage, normal wear, tear and staining, or items not specified in the cleaning quote.

SATISFACTION GUARANTEE

I am committed to delivering high-quality service. If the client is unsatisfied with any aspect of the cleaning, they must notify me within 24 hours of service completion, and I will make reasonable efforts to address the concern.

LOCKOUT/ NO-ACCESS

If I am unable to access the property due to a lockout, incorrect entry information, inaccessible keys, malfunctioning locks, security systems, pets preventing safe entry, or any other circumstance beyond my control, the appointment will be considered a lockout/no-access service meaning last minute cancellation .

AGREEMENT ACKNOWLEDGMENT

By signing below, the Client acknowledges that they have read, understood, and agree to these Terms and Conditions.

Clients Signature:_____

PAYMENT AGREEMENT CONTRACT

This Payment Agreement Contract (the "Agreement") govern the payment obligations and related terms for cleaning services provided by High Definition Residential & Commercial Cleaning Solutions ("I") to the undersigned client (the "Client") by booking services, submitting a deposit, or receiving an invoice, the Client acknowledges and agrees to the terms outlined in this Agreement, including all associated payment, cancellation, and rescheduling policies.

SCOPE OF SERVICES

I agree to provide Services based on the cleaning quote, at the service address. The service will be carried out by one or two professional cleaners, ensuring an efficient and thorough job is completed.

SERVICE RATE & TIME

The client agrees to pay for the cleaning services at a rate of **\$40 to \$60 per hour**, based on our cleaning quote. This hourly rate applies per cleaning service. The estimated number of hours required will be outlined in the quote provided. Time will be tracked from the cleaner(s) arrival at the service location to the completion of the work.

PAYMENT TERMS

- Full payment is due within 24 hours of service completion.
- The total cost of the service will be based on the time worked and in accordance with our cleaning quote.
- Accepted payment methods: **Cash or E-transfer**
- To secure and confirm the scheduled service, a **deposit equal to 50% of the total quoted service cost is required at the time of booking**. This deposit will be applied toward the final invoice balance upon completion of the service.

CANCELLATIONS & RESCHEDULING

- Rescheduling is free with at least 48 hours' notice.
- Rescheduling within 24-48 hours are subject to a **\$40 rescheduling fee**.
- Rescheduling within 24 hours will be treated as a **cancellation**.
- Cancellations made within 24-48 hours' notice before the scheduled service time, are subject to a **\$40 cancellation fee**.
- Cancellations made with less than 24 hours' notice before the scheduled service time, are subject to a fee equal to 50% of the total quoted service cost.

If a deposit has been paid, the following terms apply:

- If the client cancels **within 24-48 hours' notice** before the scheduled service time, the deposit will be **refunded in full, minus a \$40 cancellation fee**.
- If the client cancels **with less than 24 hours' notice**, the **50% deposit will be retained** and applied as the cancellation fee. No additional charges will apply.

These fees help cover scheduling, administrative, and costs associated with short-notice changes.
I appreciate your understanding and cooperation.

PRICE CHANGES

High Definition Residential & Commercial Cleaning Solutions will be reviewing service pricing at the end of each year. My pricing structure may change yearly to keep up with the rising costs.

AGREEMENT ACKNOWLEDGMENT

By signing below, the Client acknowledges that they have read, understood, and agree to these Payment Terms.

Clients Signature:_____

Routine Cleaning

Routine cleaning is designed to maintain the cleanliness of a home or business that is in generally good condition. Services include standard surface cleaning only and do not include deep cleaning, restoration, or specialty services.

The following conditions apply to all routine cleaning appointments:

- Routine cleaning is intended for regular maintenance and may not remove heavy buildup, stains, grease, hard water deposits, soap scum, mold, mildew, or discoloration.
- Dusting is completed on reachable surfaces using standard cleaning tools. High or difficult-to-access areas may require a step ladder or additional service.
- Spot cleaning of walls is limited to light marks and fingerprints. Scuffs, paint transfer, crayon, permanent marks, or damaged paint may not be removable.
- Mirrors and glass are cleaned to remove everyday smudges and fingerprints. Existing scratches, hard water staining, or etched glass cannot be restored.
- Floors are vacuumed, swept, and mopped as part of routine maintenance. Embedded dirt, stains, damaged flooring, or heavily soiled grout are not included.
- Kitchen cleaning includes wiping countertops, backsplash, cabinet fronts, appliance exteriors, stovetop surface, range hood exterior, and sink. Interior cleaning of appliances, cabinets, drawers, or pantries is not included unless requested as an additional service.
- Bathroom cleaning includes cleaning and disinfecting toilets, sinks, faucets, countertops, and the shower or tub surface. Heavy soap scum, hard water buildup, mold, mildew, and grout restoration treatment require a deep cleaning service.
- Laundry room service includes wiping accessible surfaces and appliances and emptying the dryer lint trap. Interior cleaning of the washer and dryer is not included.
- For health, safety and potential flooring damage reasons, I will not move heavy furniture or appliances. Cleaning is performed around these items unless moved by client prior to scheduled cleaning service.
- Areas containing excessive clutter, biohazards, pet waste, insects, or hazardous materials will not be cleaned until the area has been made safe and accessible.

AGREEMENT ACKNOWLEDGMENT

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Clients Signature:_____

Deep Cleaning

Deep Cleaning is a comprehensive, detail-oriented service designed to remove accumulated dust, dirt, grease, soap scum, and buildup from areas that are not typically addressed during routine maintenance cleaning. While every effort is made to restore surfaces to the highest possible standard, results may vary depending on the age, condition, and existing damage of the property.

The following terms apply to all deep cleaning appointments:

- Deep cleaning is intended to remove dirt, dust, grease, soap scum, limescale, and general buildup. Permanent stains, discoloration, etched surfaces, rust, hard water damage, paint damage, mold staining, and worn finishes cannot be guaranteed to be removed.
- Walls are spot cleaned or wiped where appropriate. Excessive staining, smoke residue, grease, scuff marks, crayon, ink, damaged paint, or wallpaper are not guaranteed to be restored.
- Light furniture may be carefully moved to clean underneath and behind when it can be done safely by one person. Heavy furniture, large appliances, electronics, antiques, and fragile items will not be moved by me, they can be moved by client prior to scheduled cleaning service.
- Kitchen cleaning includes cleaning appliance exteriors, countertops, backsplash, sink, cabinet exteriors, and accessible areas around and beneath movable appliances. Interior cleaning of ovens, refrigerators, cabinets, drawers, and pantries is not included unless specifically requested as an additional service.
- Bathroom cleaning includes scrubbing and disinfecting toilets, tubs, showers, sinks, countertops, shower doors, tracks, fixtures, and accessible tile surfaces. While soap scum, limescale, and mildew are treated, permanent staining, damaged grout, deteriorated caulking, and mold beneath silicone or behind walls sometimes cannot be removed through a deep cleaning and may require restoration or replacements.
- Upholstery is vacuumed to remove surface dust, debris, and pet hair. Deep stain removal and fabric shampooing are not included.
- Floors are thoroughly vacuumed, swept, and mopped. Existing stains, scratches, damaged flooring, embedded dirt, or grout discoloration may remain after cleaning.
- Laundry room service includes wiping accessible surfaces and appliances and emptying the dryer lint trap. Interior cleaning of appliances is not included unless requested.

AGREEMENT ACKNOWLEDGMENT

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Clients Signature:_____

Move In/Out Cleaning

Move-In/Move-Out Cleaning Service is a comprehensive top-to-bottom cleaning designed to prepare a vacant property for new occupants or to help leave a property in excellent condition upon moving. Every accessible area is cleaned, disinfected, sanitized, and deodorized to provide the highest standard of cleanliness. While I strive for exceptional results,

the following terms apply to all move-in/move-out cleaning appointments:

- This service is intended for vacant or substantially empty properties. Personal belongings should be removed before the scheduled cleaning unless otherwise agreed upon.
- Every accessible surface is cleaned, disinfected, sanitized, and deodorized using professional cleaning products. However, permanent stains, discoloration, smoke damage, odors embedded in flooring or building materials, mold staining, rust, hard water staining, paint damage, and worn or damaged surfaces cannot be restored through cleaning alone.
- Interior and exterior cleaning of cabinets, drawers, closets, and kitchen appliances is included. Appliances must be empty and disconnected only if they are intended to be moved. I do not disconnect or reconnect gas, electrical, or plumbing connections.
- Accessible areas behind and beneath appliances will be cleaned when appliances can be safely moved by one person without risk of damage. Built-in, oversized, or heavy appliances and furniture will not be moved.
- Interior windows, window tracks, mirrors, doors, door frames, baseboards, trim, vents, light fixtures, and other accessible surfaces will be thoroughly cleaned. Exterior windows and inaccessible high windows are not included unless specifically requested.
- Bathrooms receive a detailed cleaning, including toilets, tubs, showers, sinks, fixtures, mirrors, cabinet interiors and exteriors, and accessible tile surfaces. Soap scum, limescale, and mildew will be treated; however, permanent staining, deteriorated grout, damaged caulking, mold beneath silicone or behind walls, and surface etching cannot be guaranteed to be removed.
- Floors are vacuumed, swept, and mopped throughout the property. Existing stains, scratches, damaged flooring, embedded dirt, or grout discoloration may remain after cleaning.
- Garbage and standard household waste will be collected and disposed of using the property's designated waste bins. Removal of furniture, construction materials, hazardous waste, chemicals, paint, excessive debris, or bulk items is not included.
- Clients are encouraged to complete all repairs, painting, flooring installation, and other renovation work before the cleaning appointment to ensure the best possible results.

AGREEMENT ACKNOWLEDGMENT

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Clients Signature:_____

Add-Ons

Add-On Services are available to customize your cleaning appointment and address specific areas that require additional time and attention. These services are not included in our standard Routine, Deep, or Move-In/Move-Out Cleaning packages unless specifically selected at the time of booking.

The following terms apply to all Add-On Services:

- Add-On Services are performed only upon client request and are subject to scheduling availability and additional charges.
- Tidy-Up Service is intended to organize visible clutter by placing loose items into neat, designated piles only to reduce visible clutter and prepare the space for cleaning. It is not a professional organizing service, and I am not responsible for the organization, storage, or location of the Client's personal belongings.
- Bed making and linen changes require clean linens to be provided by the client before the appointment.
- Laundry service includes washing, drying, and also folding if requested. I however do not fold intimates/underwear, and do not put away. I expect clients to provide desired products for their laundry service. I am not responsible for damage resulting from the washer and dryer machine, normal wear, colour bleeding, or items that require special care instructions and were not identified in advance.
- Dishwashing includes washing and set out to dry. I do not put dishes away. I am not responsible for pre-existing chips, cracks, or fragile items that may break due to normal handling.
- Interior appliance cleaning includes refrigerators, ovens, microwaves, and other household appliances that are specifically requested. Appliances should be emptied prior to service unless otherwise arranged. Burnt-on residue, permanent staining, discoloration, or damaged finishes may not be fully removable.
- Interior window, window track, and blind cleaning includes surfaces that are safely accessible from the ground. Exterior windows, high windows, damaged blinds, and delicate window coverings are not included unless specifically agreed upon.
- Baseboard cleaning removes accumulated dust, dirt, and surface marks where possible. Scuffs, paint damage, staining, and discolouration caused by age or wear may remain.
- Litter box cleaning includes emptying entire litter contents, wiping the interior and exterior of the litter box and replacing litter (client-supplied). Cleaning of pet accidents outside the litter box or biohazard waste is not included.
- Grout cleaning is intended to remove surface dirt and buildup. Permanently stained, damaged, cracked, or discoloured grout may not return to its original appearance without professional restoration.
- Surface mold cleaning is limited to light, visible mold or mildew on accessible, non-porous surfaces. I do not perform mold remediation. Mold that has penetrated porous materials, covers large areas, or results from ongoing moisture issues requires treatment by a certified mold remediation specialist.

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Clients Signature:_____