



Cleaning Service Agreement

Thank you for choosing The Tidy Sister! Our goal is to provide exceptional service while maintaining clear expectations for both our clients and our staff.

By scheduling or receiving services, you acknowledge that you have read and agree to the following terms.

1. Equipment Provided by the Client

To provide the best cleaning possible, clients agree to provide:

- A clean, functioning vacuum suitable for the home's flooring.
- A toilet brush for every bathroom being cleaned.
- Running water and electricity during the appointment.

If required equipment is unavailable, certain cleaning tasks may not be completed.

2. Access to the Home

The client is responsible for ensuring our staff has access to the property at the scheduled appointment time.

If our team arrives and cannot gain entry due to a locked door, incorrect entry information, or no response from the client, a lockout fee equal to 50% of the scheduled service price will be charged.

3. Cancellation Policy

Appointments canceled with less than 72 hours' notice are subject to a \$60 cancellation fee.

This policy allows us time to offer your appointment to another client.

4. Payment

A valid credit or debit card must be kept on file before your first cleaning appointment.

Payment is due on the day of service. Accepted payment methods include:

- Card on file
- Venmo
- Cash
- Personal check

If payment has not been received by the end of the service day, The Tidy Sister may charge the card on file for the outstanding balance.

The card on file may also be used to process cancellation fees, lockout fees, unpaid balances, or other charges authorized by this agreement.

5. Dishwashers

If requested, we are happy to start or unload your dishwasher.

The Tidy Sister is not responsible for damage to dishes, cookware, plastics, glassware, or any items inside the dishwasher. Running the dishwasher is done solely at the client's request and risk.

6. Existing Damage and Fragile Items

The Tidy Sister is not responsible for damage resulting from:

- Existing damage or wear and tear
- Loose fixtures or hardware
- Brittle plastics
- Improperly installed shelving, blinds, towel bars, or fixtures
- Furniture or décor that is unstable or deteriorated

Please inform us of any fragile, valuable, or sentimental items requiring special care before we begin cleaning.

7. Surface Care

We use products appropriate for most household surfaces.

If your home contains natural stone, specialty finishes, unfinished wood, waxed surfaces, antique finishes, or other materials requiring manufacturer-specific cleaning methods, it is the client's responsibility to notify us before service.

The Tidy Sister cannot be held responsible for damage resulting from undisclosed specialty surfaces.

8. Cleaning Limitations

Cleaning cannot repair permanent staining, discoloration, hard water damage, scratches, etched stone, worn finishes, or other permanent conditions.

While we always strive for the best possible results, some surfaces cannot be restored through cleaning alone.

9. Heavy Furniture

For the safety of our staff, we do not move large furniture, appliances, entertainment centers, china cabinets, or other heavy items.

We will clean all safely accessible areas around these items.

10. Pets

We love pets! However, clients are responsible for securing any pets that may interfere with cleaning or present a safety concern.

11. Safe Working Environment

Please maintain a safe working environment by:

- Keeping heating or air conditioning running at a reasonable temperature while our staff is working.
- Keeping walkways reasonably clear.
- Supervising children during the appointment.

The Tidy Sister reserves the right to refuse or discontinue service if conditions are unsafe.

Examples include:

- Aggressive animals
- Biohazards
- Excessive mold
- Pest infestations
- Human or animal waste beyond normal housekeeping
- Any condition that places our employees at risk

12. Respect for Our Staff

The Tidy Sister is committed to providing a safe and respectful workplace.

Verbal abuse, harassment, discrimination, threatening behavior, or inappropriate conduct toward any employee will result in immediate termination of service.

13. Scheduling

While we make every effort to arrive at the scheduled time, traffic, weather, emergencies, staffing changes, or previous appointments may occasionally require a reasonable arrival window.

The Tidy Sister also reserves the right to substitute another qualified housekeeper or reschedule services due to illness, emergencies, or unforeseen circumstances.

14. Deep Cleans and Move-Out Cleans

Pricing for deep cleans and move-out cleans is based on the information provided by the client.

If the condition of the home is significantly different than represented, additional time or charges may be required. Any changes will be discussed with the client before proceeding whenever possible.

15. Satisfaction Guarantee

If something included in your scheduled service was accidentally missed, please notify us within 24 hours.

We will gladly return to correct legitimate missed items at no additional charge.

This guarantee does not apply to areas that were inaccessible during the appointment or services not originally requested.

16. Photographs

Our staff may take before-and-after photographs for documentation, quality control, training, or damage reporting.

No identifying information or photographs of your home will ever be used publicly without your written permission.

17. Non-Solicitation of Employees

The Tidy Sister invests significant time and resources into recruiting and training exceptional employees.

Clients agree not to directly hire or solicit any current Tidy Sister employee for private cleaning services during their service relationship and for twelve (12) months following their last appointment without written permission from The Tidy Sister.

18. Entire Agreement

This agreement represents the understanding between the client and The Tidy Sister regarding cleaning services.

By scheduling or receiving service, the client acknowledges that they have read, understood, and agree to these terms and conditions.

Client Name:

Service Address:

Phone:

Email:

Client Signature:

Date: