

# House Cleaning Service Agreement



## Go Green Cleaning Solutions

Contact: Tammi Trimarche  
Office: 623-505-8261  
Email: info@gogreencleaningaz.com

Date:	File Number:
Phone Number:	Pet Names:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Bus. Phone: \_\_\_\_\_

Complete Address: \_\_\_\_\_

### Type of home:

- |  |                       |
|--|-----------------------|
| <input type="checkbox"/> Single Family | # of Bedrooms: _____  |
| <input type="checkbox"/> Townhouse     | # of Bathrooms: _____ |
| <input type="checkbox"/> Apartment     | Square footage: _____ |
| <input type="checkbox"/> Other: _____  |                       |

### Rooms to be cleaned:

- |                                      |                                       |                                       |
|--------------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Kitchen     | <input type="checkbox"/> Bedrooms     | <input type="checkbox"/> Rec. Room    |
| <input type="checkbox"/> Family Room | <input type="checkbox"/> Bathrooms    | <input type="checkbox"/> Hallway      |
| <input type="checkbox"/> Living Room | <input type="checkbox"/> Basement     | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Dining Room | <input type="checkbox"/> Utility Room |                                       |
| <input type="checkbox"/> Stairways   | <input type="checkbox"/> Office/Den   |                                       |

### Type of cleaning:

- |                                   |  |                                      |
|-----------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Standard | <input type="checkbox"/> Party/Special Occasions | <input type="checkbox"/> Move In/Out |
| <input type="checkbox"/> Deep     | <input type="checkbox"/> Other: _____            |                                      |

### How Often:

- |                                     |  |                                       |
|-------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> One time   | <input type="checkbox"/> Weekly        | <input type="checkbox"/> Bi-Monthly   |
| <input type="checkbox"/> Monthly    | <input type="checkbox"/> Twice a month | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Seasonally | <input type="checkbox"/> Annually      |                                       |

Preferred Days:  Mon  Tues  Wed  Thurs  Fri

Preferred Time:  8-11  11-4

Will you provide cleaning products:  Yes  No

### Additional Services provided at additional fees:

- |  |   |
|--|---|
| <input type="checkbox"/> Oven cleaning | <input type="checkbox"/> Shutters/Blinds  |
| <input type="checkbox"/> Refrigerator  | <input type="checkbox"/> Light Fixtures   |
| <input type="checkbox"/> Baseboards    | <input type="checkbox"/> Cabinet Cleaning |

Rate: \$\_\_\_\_\_ per weekly cleaning      \$\_\_\_\_\_ per bi-monthly cleaning  
\$\_\_\_\_\_ per monthly cleaning      \$\_\_\_\_\_ per other cleaning frequency

Key Release:  Left on final visit       Kept for future use       Mailed

***\*This agreement will remain valid for future service, with the exception of any agreed on changes in services, fees, visits and times.***

# Policies and Procedures

The client hereto agrees as follows:

## 1. **Liability Policies:**

- ❖ **Go Green Cleaning Solutions** and its employees agree to provide services stated in this Agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against **Go Green Cleaning Solutions** or its employees, unless arising from gross negligence on the part of **Go Green Cleaning Solutions**.
- ❖ Every effort is made to be as careful as possible with your items, however, accidents do happen. Notification must be made within 24 hours of breakage/loss of any personal items. Items which are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. Please remove these items the day of your cleaning.
- ❖ **Go Green Cleaning Solutions** does not use ladders over 3ft or move items more than 35 pounds to protect us and our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.
- ❖ **Go Green Cleaning Solutions** is not responsible for damage incurred by the improper installation of any object. All surfaces are assumed sealed. If you know of any surface not sealed, you must notify us so that we may clean properly.

## 2. **Business Policies**

- ❖ **Go Green Cleaning Solutions** staff does not clean animal cages or litter boxes, animal droppings, human feces, urine, vomit, soiled clothing or other similar biohazards.
- ❖ **Go Green Cleaning Solutions** prefers that alarms are kept off for the day of cleaning. If it must be on and the alarm is triggered, **Go Green Cleaning Solutions** is not responsible for any fees associated with alarm.
- ❖ **Go Green Cleaning Solutions** agrees to keep keys and other client information secure and confidential.
- ❖ Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time and supplies needed.
- ❖ If you would like to hire a present or past **Go Green Cleaning Solutions** staff member for any house cleaning service outside of your agreement with **Go Green Cleaning Solutions**, our referral fee is \$2,500. All employees or IC's of **Go Green Cleaning Solutions** are under a non-compete contract for a period of one year.

## 3. **Cancellation Policy:**

- ❖ Cancellations must be received 2 days prior to scheduled service or full cleaning fees will be applied. This includes instances where we cannot access your home or an employee feels their personal safety is at risk due to an aggressive pet or actions by any individuals on the premise.
- ❖ **Go Green Cleaning Solutions** reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

## 4. **Business Hours/Holidays/Weather:**

- ❖ Business and visiting hours fall between the hours of 8 a.m. and 5 p.m. and services are usually completed during this time.
- ❖ **Go Green Cleaning Solutions** does not accept time specific calls as we can not guarantee specific times accurately.
- ❖ **Go Green Cleaning Solutions** does not do holiday visits. If your scheduled day falls on a holiday, **Go Green Cleaning Solutions** will call to reschedule.

5. **Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or money order only.

6. **Payment Arrangement:** Payment is expected at time of service. A \$20 non-payment fee will apply if payment is not received on scheduled cleaning day. There will be a 10% finance fee added on for payments later than 15 days and accrued monthly. We have the right to discontinue services until payment is made.

7. **Guarantee Policy:** **Go Green Cleaning Solutions** wants you to be completely satisfied every time. If, within 24 hours, you are not satisfied, **Go Green Cleaning Solutions** will come back to your home and re-clean said items at no additional charge.

By signing below the client fully understands and agrees to the contents of this 2 page agreement:

\_\_\_\_\_  
Client's signature

\_\_\_\_\_  
Date

*Either party can terminate services at any time by providing at least 2 days notice. All past due payments must be paid immediately.*