

## RESIDENTIAL SERVICE AGREEMENT

I, \_\_\_\_\_ agree to receive the \_\_\_\_\_ package reoccurring

Weekly  Bi-weekly  Monthly

in the amount of \$ \_\_\_\_\_ (incl. GST) per service based on my requirements determined by the service assessment and outlined on my client profile. \*

I agree that my first clean will be \$ \_\_\_\_\_ (incl. GST) The initial clean usually exceeds the service agreement amount which is based on regular maintenance.

**I would like to choose the following payment method:**

Bill my credit card below for each individual service.

I will send an Email Transfer to cleaningco.op@gmail.com on the day of my service prior to my cleaner arriving. \*\*

I will send post-dated cheques for the month ahead; one for each individual service. \*\*\*

Credit Card Required for all accounts  Visa  MasterCard

Card # \_\_\_\_\_ Exp \_\_\_\_/\_\_\_\_. CW \_\_\_\_\_

Name on Card \_\_\_\_\_ Billing Postal Code \_\_\_\_\_

X \_\_\_\_\_  
Client Signature

The Cleaning Cooperative will provide regular cleaning service as indicated above. In the event of circumstances beyond our control where it is necessary for us to cancel the scheduled cleaning, we will make all attempts to notify the client and reschedule when possible. In the event a regular cleaning is missed entirely, no payments will be processed.

In the event that your regular service falls on a statutory holiday, your service day will be moved to the nearest available day.

\*Adjustments to estimated service cost will be reassessed as needed.

\*\* If an email transfer is not received prior to the scheduled cleaning time, The Cleaning Cooperative will automatically charge the credit card on file for payment of services received. The Cleaning Cooperative reserves the right to permanently cancel this payment method on repeated delinquent accounts.

\*\*\* If post-dated cheques are not received prior to the scheduled cleans, The Cleaning Cooperative will automatically charge the credit card on file for payment of services received. The Cleaning Cooperative reserves the right to permanently cancel this payment method on repeated delinquent accounts.

**I agree to pay for any extra time or services I request in addition to the cost of the Standard Clean. Charges will apply after the original charge.**

**I acknowledge that I am responsible for any and all outstanding amounts of my Cleaning Cooperative account if my credit card company declines payment, I terminate credit card authorizations, or cheques are cancelled or returned NSF.**

**I acknowledge that in order to avoid penalty fees, I am responsible for providing the required notice to cancel my scheduled cleaning and provide access to my home. (See Terms and Conditions)**

**I acknowledge this agreement remains in effect until I remit cancellation in writing, with 2 business days' notice, to The Cleaning Cooperative and I am responsible for all outstanding payments upon said termination.**

**I have read and agree to abide to the Terms and Conditions and the Service Agreement.**

Client Signature X \_\_\_\_\_

Date \_\_\_\_\_

## TERMS & CONDITIONS

1. Invoicing: Billing will be issued through head office. Payment methods accepted are post-dated cheques, Email Transfer, Visa or MasterCard, for each individual service. We require a Credit Card on file for payment purposes, regardless of your chosen payment method.
  - a) **Post-dated payment \***: A statement will be sent out quarterly to indicate scheduled services and amounts due, so post-dated cheques can be mailed in for services in the upcoming quarter. If post-dated cheques are not received prior to each individual scheduled service the credit card will be charged. This also applies in the instance of lockout and late cancellation fees where a cheque was not provided (4, 5).
  - b) **Credit Card payment**: Invoices will be emailed at month-end, stating actual services received including any additional charges applied to the credit card, including lockout and late cancellation fees (4, 5).
2. Overdue Accounts: Payment is due upon receipt of service. In the event the account becomes past due, The Cleaning Cooperative reserves the right to suspend regular service until such time the account is paid in full. Accounts 90 days past due will be forwarded to an agency for collections.
3. Interest Charges: Interest charges are 2.5%; calculated monthly on amounts 30 days past the invoice date.
4. Lock-out charges: Applicable to instances when a cleaner/s cannot access the home/site as directed for the scheduled cleaning. 50% of the fee for the scheduled service will be charged to cover travel time and lost expenses. To avoid this situation, many of our clients leave a permanent key with the company.
5. Cancellations to scheduled service: In order to accommodate schedule changes easily and fill cleaner availability, The Cleaning Cooperative requires cancellation notice provided to the booking office **2 business days** prior to all scheduled cleanings to avoid a service charge. 50% of the fee for the scheduled service will be charged to the client, if cancellation notice is not received in time. If you are away, it may be a good time to use your regular service for extra cleaning requests.
6. Statutory Holidays: Our employment policy is to allow our employees to benefit from not working on statutory holidays. If your regular service falls on a holiday, we will attempt to reschedule to the nearest available time.
7. Loss or Damage Claims: In the event one of our cleaners has accidentally caused damage to your residence or any personal items, please report it to the office within **7 business days** in order to process any possible insurance claims if necessary.
8. Schedule Times: Due to a number of circumstances beyond our control we **cannot give actual times** of service. For example: lockouts cause remaining appointments to be sooner; longer than usual services, traffic, extra requests cause appointment delays. Clients may request to have a morning or afternoon appointment, but there will be **no guarantee**. We will make our best efforts to accommodate.
9. Satisfaction Guarantee: Please report any cleaning service not to your satisfaction within **1 business day** from service. We will gladly return at the next available appointment to clean the unattended area at no additional charge.

**For all inquiries about your cleaning services, booking dates & times, invoices, payments, receipts or insurance please contact Sarah Brosseau using the email and phone number below.**

Phone: 1-587-920-3357  
Email: [cleaningco.op@gmail.com](mailto:cleaningco.op@gmail.com)

**Office Hours 8:30 – 4:30 Monday thru Friday (Closed Weekends and Holidays)**