

Client Service Agreement:

Clairity Cleaning LLC

Preparing Your Home

- Our work is most efficient when the space is clear, allowing us to deliver the highest standard of care. We kindly ask that your home be picked up before we arrive, including toys, clothing, dishes, personal items etc. Areas that are excessively cluttered may need to be skipped.
- If you have guests, please let them know we'll be there and may need access to their area.
- For a seamless experience, please let us know in advance if guests or unfamiliar individuals will be in the home during your scheduled cleaning. This helps us avoid unexpected surprises.

Preparing Children and Pets:

- Please see that children are supervised while we are cleaning your home. While we love little ones, our team cannot provide child care and works most safely and efficiently when children are out of the work area.
- We love animals, however, for their safety and ours we ask that you have them crated, in a room that we are not cleaning or outside when we arrive. **We cannot supervise pets and are not responsible for their safety or wellbeing.** If your pet is prone to escaping we ask that you keep them in a secure location. Clairity Cleaning reserves the right to leave the premises if a pet exhibits aggressive behavior and you will be charged the full price of your cleaning.

- **Clairity Cleaning is not responsible for cleaning up animal waste.** Due to our high priority to maintain clean and working equipment for the health and safety of all our clients, we do not clean up any bodily fluids (this includes blood, vomit, urine, fecal matter etc.). If your animal urinates, vomits, or defecates on the floor we cannot contaminate our equipment and must skip the area. It is your responsibility to clean up animal waste products. We ask that any bodily fluids be properly disposed of and the area completely sanitized before we arrive. Thank you.

Access to your home:

- To ensure a smooth visit, clients must provide access to the home at the scheduled time—whether through a key, door code, garage code, or other instructions. Clairity Cleaning cannot be held responsible for missed cleanings if the property is inaccessible.
- Most clients choose to give us a garage code or leave a key in a secure location. Please ensure we have reliable access to your home; otherwise, a Lock-Out Fee equal to 100% of the quoted cleaning price will be charged.
- Garage Codes: We prefer garage access, but please be aware that in very cold weather, keypads may stop working. If we cannot reach you for an alternative entry option, the full cleaning fee will be charged.
- If your home has an alarm system, please provide the code and written instructions, or disable the alarm before our team arrives.

Lock Out Policy

- If we arrive within your scheduled arrival window and cannot access your home, your cleaner will wait up to **15 minutes** while we attempt to reach you. If access is provided within that timeframe, a **\$30 wait fee** will be applied to cover the cleaner's time. If access is not provided, you will be charged the **Lock Out fee of 100% of the full cleaning cost.**

Estimates and Quotes:

- Estimates are created using the information supplied by the client. If the home's condition differs from what was reported on the day of the estimate, Clairity Cleaning reserves the right to adjust the price accordingly, whether up or down.

Scheduling agreement:

- Client agrees to maintain a weekly, bi-weekly, or monthly cleaning schedule. We understand that life happens, and you may occasionally need to move or skip a cleaning. If you simply need to move your cleaning to a different day, just **reach out with as much notice as you can** (ideally 7 days or more). Please note that changes made with less than 2 days' notice will incur a late-cancellation fee. We will always do our best to reschedule you.
- Our team members rely on consistent schedules to support their income. When a cleaning is skipped, they are paid less. Whenever possible, please reschedule rather than cancel - it makes a meaningful difference to your cleaner.
- Due to the nature of our work, exact arrival times cannot be guaranteed. We do our best to arrive within **20 minutes before or after your scheduled appointment**. This window allows flexibility in case the home scheduled before yours requires additional time to complete. Our goal is always to provide thorough, high-quality service to every client, and this small buffer helps us maintain that standard.

Cancelation and fees:

- **Late Skip/Cancelation Fee:** If you cancel or skip your cleaning with **less than 2 business days' notice, a fee of 50% of your regular cleaning cost** will be charged to cover our team member's lost wages.

- If you cancel or skip with **less than 1 business day's notice, a 100% Skip Fee** (equal to your full cleaning cost) will be applied.
- Repeated late cancellations may result in termination of services.
- Clairity Cleaning is closed on **New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.**
If your cleaning falls on one of these holidays, we will reschedule your cleaning at no extra cost to you.

Paying for Services:

- We accept Cash, Check, ACH, Venmo, Visa/Mastercard (if you are paying with a credit card or Venmo there is a processing fee of ~ 2.5%).
- Payment is preferred at the time of cleaning; however, we understand that life gets busy, so you have 10 business days to submit payment.
- Accounts become overdue after 15 business days and will incur a 10% late fee for each day past the 15-day mark. Accounts that remain unpaid for 60 days will be sent to collections.

Tipping:

Every tip goes straight to the cleaners who worked in your home - nothing is kept by the company.

- Tips are always appreciated but never required. Cash is preferred, though you can also add a tip during online payment. If you use Venmo, simply write a note letting us know the extra amount is a tip.

- If you'd like to add a consistent tip to each cleaning, we're happy to set that up as a recurring line item on your invoice.
- As a reward for making it this far into the terms and conditions, congratulations, you've earned a super-secret mystery prize! Text Claire the secret password "Rumpelstiltskin" to claim it.

Protecting Your Valuables:

VALUABLES & FRAGILE ITEMS:

- To prevent accidental damage, please secure all valuables, fragile collectibles, and family heirlooms before your cleaning appointment. We recommend placing these items in a cabinet or drawer. If preferred, we can also note specific items on your customized work order so our team knows not to touch them. Please be aware that if we have instructions not to touch certain items, the areas immediately surrounding those items may not be cleaned. That's why it is best to store those items in a safe place.
- Clairity Cleaning takes great care while working in your home, but accidents can occasionally happen. If something is broken, your cleaning technician will notify the owners immediately. We will then contact you by phone or text to determine the best way to make things right. The safety of your home and belongings is very important to us.

LIABILITY & PRE-EXISTING CONDITIONS:

- Clairity Cleaning is not responsible for damage resulting from:
 - Normal wear and tear
 - Age-related deterioration or weather damage
 - Improper assembly, installation, or mounting (e.g., blinds, pictures, fan blades, light fixtures)
- For your safety and ours, please do not **hang heavy items** - such as mirrors or glass frames - using small nails, thumbtacks, or drywall-only fasteners. These items must be **securely**

anchored into a stud or supported with an appropriate wall anchor to prevent inevitable falls.

- **We are fully bonded and insured in accordance with state laws** and will always take reasonable, responsible care with your property. However, we cannot be held liable for pre-existing damage or valuables that are not properly secured. Please ensure that furniture and household items are stable and in good working condition. If an item falls due to improper installation or precarious placement, Clairity Cleaning is not responsible for resulting damage.

REPORTING DAMAGE OR MISSING ITEMS:

- Clients must notify our office immediately if something is broken or missing. When possible, please include a photo of the item. It is possible for something to break without the cleaner's knowledge.
- Regarding missing items: we take every precaution to hire trustworthy, reliable team members. If something goes missing, please report it to the Clairity Cleaning owners right away. While we are fully bonded and insured, we cannot guarantee replacement of missing items - especially rare pieces or family heirlooms.

Scheduling Other Service Providers:

- Due to safety and security considerations, please **avoid scheduling other home service providers during your cleaning** appointment unless you will be present to supervise them. Clairity Cleaning is not responsible for any re-cleaning required when another service provider is in the home at the same time, nor for any damage or loss caused by another service provider.
- If any activity done by the client - or the activity of another service provider - causes an area we've already cleaned to become dirty again, an additional fee will apply for re-cleaning.

Protecting Our Team Members:

- Clairity Cleaning is committed to excellence, investing extensively in the recruitment, training, and long-term development of the industry's most qualified cleaning technicians. **Each technician signs a non-compete agreement** prohibiting them from working directly for our clients. By using our services, you agree not to solicit or hire any current or former Clairity Cleaning employee - directly or indirectly - without written consent from Clairity Cleaning and the payment of \$15,000 as a compensation fee for our loss.
- For safety reasons, we only clean areas that can be reached with a three-step ladder, and we do not move items that are too heavy for a team member to lift comfortably.
- **Due to OSHA regulations, our team members cannot handle any type of animal or human waste, including (but not limited to) vomit, blood, urine, feces, semen, or similar biohazards.**
- For sanitary and cross-contamination reasons, we are unable to clean in homes or areas with active **infestations** (such as maggots, fleas, roaches, bedbugs, spiders, gnats, ants, animals, etc.) until the issue has been fully mitigated.
- **We do not remove excessive mold or mildew.** Mold remediation requires specialized equipment, chemicals, and protective gear. If we encounter mold that may pose a health risk to our team, we reserve the right to cancel the cleaning (without refund) or avoid the affected area until it has been properly addressed.
- We reserve the **right to refuse service** for any reason. Some examples include: the property or home condition not matching the client's description, the requested cleaning differing from what was originally described, the cleaning requested falling outside our scope of work or team training, or our cleaners feeling uncomfortable or unsafe with the job site, client, or pets. If we refuse service for any reason, our team will leave the property, and someone from our office will contact you as soon as possible to notify you of the change.

Rate Adjustments

- The initial clean often costs more than weekly or bi-weekly service visits because it takes additional time to properly set up your home. The initial estimate is an "estimate" only and may be adjusted if, during the first few cleanings, we find that your home requires more or less time than expected.
- We monitor your cleaning rate during the first few visits and reserve the right to adjust the price up or down if necessary.
- We understand that needs can change; however, **adding or removing tasks from clean to clean is considered a change order** and is difficult to systematize. During your assessment, please provide a complete list of tasks you want completed each visit and keep that list consistent. Any requested change order may require an adjustment to the price of your cleaning.
- Your cleaning fee may also be adjusted if there are major additions to your household, including (but not limited to) additional adults, children, pets, or home expansions/remodels.
- We perform a yearly price adjustment to account for economic changes, inflation, and increased costs of goods. Any price adjustment will be communicated in writing, by text, or by email.
- In lieu of a price increase, clients may request to modify their cleaning work order. Notification must be provided at least 10 days before the next scheduled cleaning.

Satisfaction Guaranteed:

- Your satisfaction truly matters to us. If any area within the agreed-upon scope doesn't feel fully cleaned, we're more than **happy to return and make it right**. Just reach out within 24 hours, and we'll return (usually within one business day) to re-clean the area at no additional cost. Requests made after 24 hours may incur a fee. We appreciate the chance to resolve concerns quickly.

- To help ensure quality, document and promote our work, and communicate important information, our team may take work-related photos. Examples include before-and-after photos of the areas we clean, items with existing or recent damage, and potential issues that may be helpful to share with the client (such as mold, infestations, or safety hazards). If you're uncomfortable with photography, please let us know ahead of time. Please note that without photo documentation, we reserve the right to decline complimentary re-cleans due to lack of proof.
- To ensure consistent, high-quality results, we use our own professional products and equipment. When client-provided supplies are used, we cannot guarantee the same level of quality. If you prefer specific products (such as green or hypoallergenic options), please let us know ahead of time so we can plan accordingly. Please note that any special product requests must be discussed and approved in advance.
- While we stand behind the quality of our work, our guarantee **does not include refunds** once services have been performed. We value our team and ensure they are compensated for the time and care they invest in each home. If something within scope is not cleaned to your satisfaction, we will gladly return to make it right.

Dispute Resolution

- Parties will strive to come into alignment in the case of disputes. If a dispute arises between the parties that cannot be resolved through respectful, good faith communication, parties must participate in a formal mediation process with a neutral mediator prior to initiating or pursuing any civil litigation process. Parties will cooperate to select the mediator and share the costs of such mediation equally. Nothing in this section prohibits or inhibits either party's right to terminate the customer relationship or Clairity Cleaning's right to pursue unpaid fees through a collection service.

Acknowledgment

- By signing below, the client certifies that they have read this service agreement, understand the terms and conditions listed above, and agree to adhere to the terms of service. This document is legal and binding.

Client's signature: _____ Date: _____