



SERVICE AGREEMENT

Greetings!

We're delighted to join forces with you to bring a fresh gleam to your living spaces. This House Cleaning Service Agreement, thoughtfully crafted by House Cleaning Pros, outlines the road-map to pristine surroundings and a stress-free partnership.

By booking an appointment with House Cleaning Pros, you agree to adhere to the terms of this service agreement.

YOUR SIGNATURE & OUR SHARED COMMITMENT

When you sign your name at the end of this Agreement, it's more than just a signature—it's your promise to welcome us into your space and trust us to create a pristine haven. Your signature is like a handshake that solidifies our commitment to delivering a service that exceeds your expectations.

HOW IT WORKS

1. Take your time to read through the Agreement—it's like getting to know your new cleaning partner.
2. Once you've read every clause, it's time to put pen to paper (or fingertip to screen) and sign your name and date at the bottom.

A SHARED JOURNEY

This Agreement isn't just about terms and conditions—it's about making your home shine and ensuring your complete satisfaction. Your decision to sign this Agreement truly makes it your own.

We're thrilled about what's ahead and the sparkling spaces we'll achieve together.

With Warmth and Anticipation,

The House Cleaning Pros Team



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RATES

All services are charged at the price quoted in our online booking system or by written quote. A minimum charge is applied to all services. Clients who book a weekly, bi-weekly, or monthly service qualify for discounted rates. After your initial cleaning we can provide you with your specific rate, customized if requested.

PAYMENTS

To simplify and streamline operations, we do not accept cash or check payments. We require a debit/credit card be kept on file. After the cleaning, we will send an invoice to you via e-mail, which is due upon receipt. You may pay your invoice using the following methods:

- **DEBIT/CREDIT OR ACH TRANSFER:** Simply click “Pay Invoice” and enter your debit/credit card information. You may also pay with an electronic check (ACH transfer) by entering your bank’s routing and account numbers.
- **MOBILE BANKING:** You can pay with Zelle. To make sure that your payment goes into the correct account, please add our business e-mail (info@housecleaningprosaz.com) into your device’s contact information. Once you are ready to select the payee, choose our company contact with the business e-mail.
- **SUBSCRIPTIONS:** You can also purchase a subscription (6 or 12 months) and pre-pay on our website.

CANCELLATIONS & LOCKOUTS

If it is necessary to cancel your appointment, please notify House Cleaning Pros either by voicemail or email at info@housecleaningprosaz.com at least 48 hours in advance before the appointment start time. If we receive less than 48 hours’ notice, a cancellation/lockout fee equal to half the service price will be charged to the credit card on file.

APPOINTMENT SCHEDULING

All appointment times are approximate. Please allow a 2-hour window for appointment times (30 mins for 8:30 AM start times). For instance, if your appointment is set for 11:30AM, our cleaning consultants should arrive anytime between 11:30AM and 1:30PM. If you will be present during your cleaning service, it is important to be ready and available during the entire window, as the exact timing within those two hours might vary. Many variables can affect our arrival times, such as weather and road conditions, client cancellations, lockouts, appointments taking longer than expected, etc.

We work from a schedule and recommend the same time and weekday for recurring clients. This will create consistency and convenience for us both.

ADD-ON CLEANING SERVICES

Customers requesting add-on cleaning services must provide a minimum of 72 hours advanced notice. Please note that there are add-on’s that must be scheduled on a different day. Contact our customer service via phone or email to submit your request. Additional charges will apply.



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ACCESS TO HOME

It is not necessary for you to be at home while we are there cleaning. Providing your cleaning team with a key or providing us with a garage or door code for us to enter is the most efficient way for you to provide us with access to your home. You understand that any keys you provide will be labeled with a number and assigned to your Cleaning Consultant and will be returned at your request. If you have an alarm, make sure that we have the key code so that we can disarm the alarm when we arrive, and set it again when we leave.

OFF-LIMIT AREAS

Please close the door to any room you don't wish cleaned. **If a door is closed, we will not enter that room.**

PREPARING FOR YOUR CLEANING APPOINTMENT

Smaller items should be picked up off the floor and dressers and counters should be somewhat organized before we arrive to allow the cleaning staff to clean more thoroughly. Also, please secure sentimental items, cash, jewelry, and other small valuables. We also ask in the summer months if you could set your air conditioner at an appropriate temperature and ensure there are no wasp nests near the house entryways. In the winter months sidewalks and driveways must be cleared so our cleaning consultants are able to gain access to your home.

PET POLICY

Please ensure pets are properly contained (if necessary), for their safety. You can provide all the details of your pets in your profile, so we can ensure they are cared for. We care about your pets' well-being.

MAGNETS ON APPLIANCES

We understand magnets can have sentimental value, especially if they have traveled from afar. If you would like us to clean underneath the magnets, please remove them ahead of time and place them in a secure area. We do not want to risk your magnets getting caught with our towels causing them to fall and break. If there are magnets on the refrigerator or other appliances, we will only clean the areas that are clear and accessible.

EMPLOYEE SAFETY

We are committed to staff safety and require our employees to refrain from climbing ladders higher than 3 steps or lift or move objects weighing more than 20 pounds. Our staff cannot clean bodily fluids, pet accidents or any other substance or item which may pose a health or safety hazard to our employees. We reserve the right to remove an employee from a job site at any time if his or her safety is of concern.

If a member of the household should become sick with a contagious illness (i.e., COVID, flu, cold, pneumonia, etc.), for the well-being of our cleaning consultants, please contact us immediately to reschedule your appointment.



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CLIENT SAFETY

You are more than welcome to stay home while we clean. If you choose to do so, it is best to wait in a room or area other than the one being cleaned. We ask that you take precaution when walking around the home as there may be safety hazards such as an extended vacuum cord, a freshly mopped floor, our work equipment, etc.

EMPLOYEE SOLICITATION

Our clients may not solicit our employees to be contracted or employed by you or your affiliations for cleaning services of any kind. Should you notify us of your action, or we discover this employment independently at any time after it occurs, we reserve the right to discontinue your cleaning services.

RESERVATION FEE FOR SEASONAL CLIENTS

With the aim of accommodating the increased demand for our professional cleaning services and maintaining an efficient schedule, we have instituted a Reservation Fee policy for clients seeking to secure their cleaning services during their absence. The Reservation Fee serves as a reservation deposit ensuring the availability of our services upon our client's return.

By paying the Reservation Fee, clients can enjoy the peace of mind that a spot in our schedule rotation is reserved exclusively for them. This policy streamlines the scheduling process, providing a seamless experience for our valued clients.

Below are the terms:

- While you are away, you will receive a monthly invoice with a Reservation Fee of \$80.00 (for a 15-day term). This fee will be applicable from the first day of the month after your last cleaning service and will continue until you decide to resume your regular cleaning services.
- If a payment hasn't been received by the 15th day, we will look to fill your spot in our rotation.
- The fee will guarantee a spot in our rotation with one or two of our cleaning consultants. However, they may or may not be the same team members you had before leaving for the summer.
- If you decide to discontinue your services with House Cleaning Pros, you have the right to waive the Reservation Fee at any point. It's important to note that any prior monthly payments made for the Reservation Fee are non-refundable for the specific months they were paid.
- If, for whatever reason, we cannot fulfill our end of the agreement despite you paying the Reservation Fee, you will receive a full refund.

I confirm that I have thoroughly read and understood the terms stated in this agreement. I **agree** to pay a monthly Reservation Fee of \$80.00, starting from the first day of the month following my last cleaning service, and continuing until the client (me) requests House Cleaning Pros' services again.

I confirm that I have thoroughly read and understood the terms stated in this agreement. I **decline** to pay the Reservation Fee, and by doing so I am aware that House Cleaning Pros cannot guarantee a spot in their schedule rotation.



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SATISFACTION GUARANTEE

Please call 1(877) PROS101 [776-7101], text or email if you have any questions or issues with your service. We promise you will be 100% thrilled with your cleaning and if for any reason we haven't completely impressed you, we will make it right!

Introducing our Pro Rewards Program: Elevate Your Home's Elegance

At House Cleaning Pros, we take pride in your home's cleanliness and your satisfaction. We are thrilled to introduce our Pro Rewards Program, an exclusive opportunity for you to enjoy additional benefits as a token of our appreciation for your loyalty.

After Your 6th House Cleaning: Tile & Grout Love

□ **25% Off Tile & Grout Cleaning:** As a valued member of our Pro Rewards Program, you are entitled to an exclusive 25% discount on one Tile & Grout Cleaning service. Experience the revitalization of your tile and grout surfaces, and for your convenience, a high-quality grout sealer will be expertly applied unless otherwise specified. This advanced sealant is formulated to safeguard your grout against oil and water-based stains, ensuring your surfaces remain impeccable.

After Your 12th House Cleaning: Choose Your Reward

As your loyalty continues to shine, it's time for us to shine even brighter. Upon your 12th house cleaning service, you have the choice to select from the following rewards:

- **Luxurious Carpet Cleaning:** Elevate your home's comfort with up to 400 square feet of complimentary carpet cleaning. Should your carpeted area extend beyond 400 square feet, we will provide an estimate for the additional area(s), allowing you to make an informed decision.
- **Tile & Grout Transformation:** Experience the transformation of up to 120 square feet of complimentary tile and grout cleaning. If your tiled expanse exceeds 120 square feet, we extend a generous 25% discount on the excess area, ensuring your entire space shines and dazzles.
- **Revitalizing Power Wash:** Elevate your home's exterior aesthetics with a complimentary power wash for your garage and driveway, enhancing your home's curb appeal and maintaining its inviting allure.

Our Pro Rewards Program is our gesture of gratitude, designed to enhance your living environment and reward your trust in us. Thank you for allowing us to be part of your home's journey.

To claim your reward or inquire further, kindly reach out to our dedicated Pro Rewards specialists at 1(877)776-7101. Elevate your home. Experience excellence. Join our Pro Rewards Program today!

Your Signature

Date

Phone: 1(877) PROS101
776-7101

PO Box 6051
Goodyear, Arizona 85338

Email: info@housecleaningprosaz.com
Web: www.housecleaningprosaz.com



CARD AUTHORIZATION FORM

I, _____, give permission to House Cleaning Pros, LLC to charge my card for the following purchases. My card details will be stored in my profile and will only be used for approved purchases.

_____ **Amount authorized**

_____ **Cardholder Email**

_____ **Product/Service**

All fields required

Card Information

Card type

- MasterCard
 Discover
 VISA
 AMEX

Other: _____

_____ **Cardholder** (Name on card)

_____ **Card number**

_____ **Expiration date** (MM/YYYY)

_____ **Security Code**

_____ **Billing Address**

_____ **State**

_____ **City**

_____ **ZIP code**

Recurring Payments Information

Charge every:

Week Month Quarter Other _____

Email receipts

Mail receipts to:

Charge on this date _____

(For example, the 1st of every month)

_____ **Payment amount**

_____ **To cancel, contact:** _____

_____ **Product/service sold**

(Name and email)

_____ **Terms of agreement**

(For example, cancellations must be received 1 week prior to expected billing date)

_____ **Your Signature**

_____ **Date**

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