



HomeMaid Services Agreement for Residential Cleaning

Name _____

Address _____

Phone _____ Cellphone _____

Email _____

Home Entry Information: We have House Key Door will be unlocked
 Alarm System – Alarm Code _____

Start Date of Service _____

Frequency of Service: Weekly Fortnightly Monthly Other

Service Day: Monday Tuesday Wednesday Thursday Friday

Payment Options

Option 1 - Credit Card

Credit Card Type: Visa/MasterCard

Name as appears on card: _____

Credit Card Number: _____

Exp Date: _____ CVS: _____ Billing Zip Code _____

Option 2 - Automatic Payment

Weekly Fortnightly Monthly Form completed and signed

Due to the time consuming and unpredictable nature of cleaning, an exact time of arrival cannot be guaranteed. We provide morning and afternoon time slots for your convenience.

Service plan and Special instructions

Cleaning services will be performed per our checklist or as outlined below, for a charge of \$_____ per weekly/fortnightly/monthly clean. Extra services will be an additional cost.

Add-on Services

Anything outside of our agreed upon scope of work, including the cleaning of rooms not originally included in the agreement, are considered add-ons and additional fees will apply.

All add-on services must be processed through the office, and not through employees. Employees are not authorised to deviate from the work order without prior approval from management. All add-ons must be scheduled ahead of time.

Lock out Policy

Please be sure we can enter your home, either by providing us with a key, a code or leaving a door unlocked. If we arrive for a scheduled service and are unable to access your home a **\$15 lock out fee** will be charged and will need to be paid before the next scheduled cleaning or added to the next cleaning payment.

Effectiveness

Please be prepared for us before we arrive, our staff can do a more thorough job if the house is prepared before we get there. Have personal items cleared away and rooms ready to be cleaned. If you require a bed linen change, please remove dirty linen from the bed and leave clean linen at end of bed that requires changing.

Cancellations

Please provide **at least 24 hours' notice when cancelling an appointment where possible.**

If you are a weekly service and skip 2 or more consecutive bookings there is an additional charge of **50% of full-service cost**, to cover additional time to clean. If you are a fortnightly service or less often per month and skip 1 or more bookings, there is an additional charge of **50% of full-service cost**, to cover additional time to clean. If HomeMaid Services cancels for any reason this policy does not apply.

Payment of Service

Payment is due at the time of service. We require a Credit Card to be on file but not necessary for form of payment for service. We accept cash, cheques or automatic payment/bank transfer – Account Name HomeMaid Services, ASB Bank, Account Number 12-3247-0027145-00. Cheques can be made to HomeMaid Services. We do not accept post-dated cheques. **There is a \$35 fee for all returned cheques.**

Sickness Policy

If anyone in your home is sick with a contagious illness (flu, cold, pneumonia, chicken pox, lice, etc.) please contact us to reschedule your cleaning service. We want to limit the possibility of transferring illnesses from one home to another. To be fair to all the customers and our staff, please wait until you are well again to have us in your home. We will also not send a sick employee to your home for the same reasons.

Bodily fluids

HomeMaid Services do not clean animal cages, litter boxes, animal droppings, human or pet feces, urine, vomit, soiled clothing or similar biohazards. We will clean around boxes, etc. but cannot by our Health and Safety policy and standards clean up actual bodily fluids.

Cleaning is done assuming all surfaces are sealed, i.e. countertops, floors, etc. If you are aware of any surface that is not sealed, please notify us so that we may take appropriate actions.

Rate Changes

HomeMaid Services reserves the right to reevaluate rates at any time based on the amount of time it takes to perform our services to meet the client's standards.

We monitor the actual cleaning time for the initial 2-3 months of your HomeMaid service and occasionally thereafter. HomeMaid Services will contact the client to discuss possible price or service revisions if the cleaning time differs drastically from the bid.

Termination of Services

Services may be terminated by either party for any reason with **one week's written notice**.

Equipment

HomeMaid Services will provide all equipment and supplies, unless the client prefers to provide supplies. Exceptions are if the client has any specialty cleaners they prefer.

Weather

HomeMaid Services will be closed for business when extremely severe weather causes dangerous driving conditions. We will attempt every effort to reschedule your booking, as quickly as possible.

Holidays

HomeMaid Services will be closed on the following public holidays: New Year's Day, 2nd January, Good Friday, ANZAC Day, Queens Birthday Monday, Labour Day, Christmas Day, Boxing Day and New Year's Eve. If your cleaning falls on any of these days and you would like to reschedule around them, please note the earlier you contact us the better as we fill up around holidays very quickly.

Breakage/Damage

Our staff do take great care when cleaning your home, but occasionally accidents do occur. Our policy is to inform you immediately when an accident occurs, but if you notice any breakage/damage please notify us immediately so that we may take appropriate action. **We are not responsible for hanging items and shelves that have not been properly secured to the wall.** Please point out items which are irreplaceable due to sentimental or monetary value as we would prefer to avoid touching them.

24 Hour Satisfaction Guarantee

The client's satisfaction is our primary objective. If we should ever miss an area or are not satisfied with our clean, please contact us within 24 hours of the provided service and we will return to re-clean the area you are dissatisfied with at no additional cost to you.

This is not a binding contract; services may be terminated by either party at any time for any reason.

If you are pleased with our service, please like us on Facebook and/or leave a review

By signing below the client fully understands and agrees to the contents of this service agreement.

Clients Name: _____

Client Signature: _____ Date _____

HomeMaid Services: _____ Date _____