



[www.CleanMySpaceCT.com](http://www.CleanMySpaceCT.com)  
[cleanmyspacect@gmail.com](mailto:cleanmyspacect@gmail.com)  
Call us at (860) 539-8725

## Service Agreement

- There is no term to this agreement between the client or Clean My Space, LLC. You may cancel your cleaning service at any time. Clean My Space CT, also reserves the right to cancel the service provided at any time.
- All our professionals are bonded and insured and have been thoroughly trained in the proper use of all products and equipment.

### OUR GUARANTEE TO YOU

100% Satisfaction Guaranteed! If for some reason something does not meet your approval please inform our office within 24 hours and we will make arrangements to have the problem corrected, at no additional cost. We guarantee to have your concerns addressed within 24 hours. All calls and appointments will be scheduled during business hours only. Clean My Space will only guarantee work that was completed and paid for by the client.

**OFFICE HOURS-** Our office hours are Monday-Friday 8 am - 4 pm. You can call or text us at: 860-539-8725. You can also reach us 24/7 via email at [cleanmyspacect@gmail.com](mailto:cleanmyspacect@gmail.com)

**SECURITY/ENTRY-** Most customers give us a key to their home or a code to the garage, but other methods of entry can be agreed upon. All keys are marked for identification with a code number (no address or customer name is used). Security is a major concern to us. Our policy is to lock the door while we are cleaning and to not allow access to unknown people. For safety reasons, please do not rely on our cleaning professionals to let in other workers during the time we are in your home. Please remember to always let us know if your alarm is armed.

**PAYMENT-** Full payment is due on the day of the cleaning services. Payment by cash or check in a sealed envelope with your name and address should be left on the kitchen counter. A \$10.00 fee will be charged for any returned checks, in addition to any other fees charged by the banks. If there is no check or cash payment present at the cleaning, we will automatically charge your credit card. All prior balances must be cleared before the next service

**TIPS-** Tips are always appreciated but never expected. If you feel that your technicians did a great job and deserve that extra treat they will greatly appreciate it.

**LATE CANCELLATIONS/ LOCKOUT FEES-** We understand schedule changes. To cancel or reschedule we ask that you contact us no later than 48 hours before your scheduled cleaning. Cancellations or rescheduling made without 48 hour notice are subject to a \$50 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key.

**ADD-ONS/TRADES AND SPECIAL INSTRUCTIONS -** Anything outside of our agreed upon scope of work, including the cleaning of rooms not originally included in the bid, are considered add-ons and additional fees apply. Trades are at the discretion of the office. All add-ons and trades must be processed through the office and not through the cleaning technicians. If there are any special instructions regarding furniture, rugs etc. please contact the

office so that we can record that in your file. Please do not rely on the cleaning technicians to pass this information to us.

**TASKS WE CANNOT DO-** Our staff is instructed to leave certain items untouched, including litter boxes, diaper pails and items/areas containing any body fluids or excretions. If your pet has an accident it will not be our responsibility to clean it up. We will clean around these areas. We do not wash/put away dishes or laundry. We do not clean any surface which we cannot gain access to, like a desk with paper work. We do not clean inside curio cabinets. Our staff cannot climb higher than a step stool, work on the outside of your home, move furniture, lift any objects over 35 pounds, prepare meals, provide any pet or child-related services.

**JOB START/END TIMES-** For hourly jobs, we charge from the time we arrive on the premises, which includes unloading of our supplies and equipment from our vehicle, to the time we have finished cleaning, including the loading of supplies back into our vehicle.

**CLEANING FEE INCREASES-** We reserve the right to reevaluate rates at any time based on the time required to perform our service to meet the client's standards. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid. We reserve the right to adjust the estimate after the job is completed.

**ACCIDENTS/DAMAGE-** We are as careful as possible; however, accidents happen. If something does get damaged in your home, our staff is instructed to call our office at once and to leave a note advising you of the incident. The office will follow up with a phone call to determine the best course of action. If you feel that something was broken during our visit, please call the office as soon as possible and we will respond without delay. A dollar value of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined. Clean My Space CT. is not responsible for damage due to faulty or improper installation of items. Please inform us if any items in your home require this type of attention. Examples include broken or improperly installed blinds, tiles, curtain rods, shelves, loose carpet, etc. All surfaces (marble, granite, etc.) are assumed to be sealed and ready to clean without causing harm. The most tragic form of damage is to something deemed irreplaceable due to its monetary or sentimentally value. The safest way to protect these items is to store them away on the cleaning day or instruct us not to clean such items.

**CLEANING TECHNICIANS-** We do our best to send the same team of cleaning technicians to your appointments. However, due to illness, vacation, rescheduling or other scheduling conflicts we might need to send a different team, or one of the two technicians might be different.

**HIRING OF CLEAN MY SPACE CT STAFF-** During the course of this agreement, the client shall not solicit employment of any Clean My Space CT Employees; or in the even of termination of this agreement, for a period of twelve months following that termination.

**WEATHER-** In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home. Therefore, your cleaning service for that day will be cancelled. When this occurs, we will try our best to reschedule. If the office is open and we are working, even if the weather seems bad we will need to charge you a cancellation fee if you would like to cancel your appointment the same day due to the weather.

**HOLIDAYS-** We are open for regular business during most national holidays except: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day. If your cleaning day falls on one of those holidays we will contact, you approximately 1-2 weeks ahead of time to arrange an alternate day for that week.



**(860) 539-8725**

**cleanmyspacect@gmail.com**

**CLIENT AGREEMENT FORM**

I have read and understand CLEAN MY SPACE, LLC Service Agreement.

**Client Signature** \_\_\_\_\_

**Print** \_\_\_\_\_

**Address** \_\_\_\_\_  
*STREET*

\_\_\_\_\_  
*CITY* *STATE* *ZIP*

**Date** \_\_\_\_\_