



MAINTENANCE CLEANING SERVICE AGREEMENT

This is an ongoing contract between Sassy Sisters Cleaning and Pet Care Services and _____ beginning (date) _____.

Address: _____

The client is hiring Sassy Sisters Cleaning and Pet Care Services for the detailed services provided in one of our selected cleaning packages we offer. There has been an estimate provided for the cost of such services.

Sassy Sparkle routine cleaning service (weekly or biweekly): _____

Estimated cost per service: _____

Terms of Contract

Payment Policy The payment for services rendered is required at the completion of the services provided. We accept cash, checks, & money via Venmo/Cashapp. Please note that if the payment for services is not provided at the completion of services, we do charge a \$25 dollar per day late fee.

Client initials _____.

Supplies and Equipment Sassy Sisters Cleaning and Pet Care Services provide and prefer to use our own cleaning products and equipment. We clean with various different types of products which maximize efficiency and provide us and you with the best quality of clean. If a client prefers specific products and/or equipment be used, those products must be provided. Please note that if the preferred products and equipment do not render the same results in a timely manner, there may be an increase in the cost of services rendered.

Client Initials _____.

Cancellation Policy Sassy Sisters Cleaning and Pet Care Services requires a 48 hour cancellation policy. If the client fails to provide a cancellation notice within 48 hours of the date of the scheduled service, please be advised that a fee of 50 percent of the estimated cost of the cleaning service will be charged to the client. The fee must be settled before another cleaning service will be scheduled with the client. However, we do understand that stuff happens! We do take into consideration events that happen on short notice such as family emergencies and sudden illnesses. **Client Initials** _____.

Pet Policy Sassy Sisters Cleaning and Pet Care Services has a caged pet requirement for aggressive and fearful animals. We know your pets are family, and we love pets! But we do require aggressive, fearful, and unpredictable pets to be crated while we are providing cleaning services for their well-being and ours! As long as your pets are non-aggressive, we do not mind if they are out of their crates. If at any time we feel threatened by your uncrated pet due to aggressive behaviors, we do have the right to leave at that time and collect the full quoted price for the scheduled cleaning service. **Client initials**_____.

Please note that there will be additional fees for cleaning dwellings with **excessive pet hair**.

Excessive Clutter Sassy Sisters Cleaning and Pet Care Services has the right to skip over any areas filled with clutter in order for us to effectively complete the services detailed in our agreed upon cleaning packages. We respectfully ask that the client ensure that their home is tidied and things are put away in order for us to efficiently and effectively complete the agreed upon services. **Client Initials**_____.

Lockout if Sassy Sisters Cleaning and Pet Care Services is unable to enter your home due to failure to provide keys or proper codes, we will allow a 30 minute window of time to resolve the issue. If the client fails to provide a key/ or code in the allotted time, we have the right to leave and charge 50 percent of the quoted price for the scheduled cleaning service. **Client Initials** _____.

Estimate changes if there are any reasons that a quoted estimate will be subject to increase, Sassy Sisters Cleaning and Pet Care Services will give a detailed explanation and provide open and honest communication before proceeding with the revised estimate for services. Furthermore, if the client has requested us to provide cleaning services that are in addition to and not included in our service package, there will be additional fees added to the estimated cost of services. The increase in cost will be discussed before proceeding with the services. **Client Initials**_____.

Infestation Policy Sassy Sisters Cleaning and Pet Care Services does not provide cleaning services to dwellings with insect and rodent infestations, including but not limited to roaches, fleas, bedbugs, spiders, rats/mice. If Sassy Sisters Cleaning and Pet Care Services is providing a scheduled cleaning service and there are signs of an infestation in the dwelling, we have the right to decline proceeding with the scheduled services and collect the estimated cost of the scheduled service in full. It is the clients responsibility to let us know if there is an infestation of any kind. **Clients Initials**_____.

Biohazard Policy Sassy Sisters Cleaning and Pet Care Services does not provide cleaning and removal of biohazard materials which include but are not limited to pet or human urine, feces, vomit, and blood. In the event that there are such materials, it is the responsibility of the client to ensure the biohazard materials have been properly cleaned and removed before our agreed upon services are provided. **Client Initials**_____.

Media Release during the agreed upon services, Sassy Sisters Cleaning and Pet Care Services may take photos and videos to use in our social media and marketing efforts. We will ensure that there is no personally identifiable information in our photos and videos. We are committed to protecting the privacy of our clients! **Client Initials**_____.

License Sassy Sisters Cleaning and Pet Care Services is licensed to provide the services of this contract.

Authority to Sign each party has the authority to sign and is under obligation of this contract. **Client Initials**_____.

This service agreement may be electronically signed or signed in hardcopy. Electronic signatures count as original signatures for all intent and purposes. This service agreement must be completed and signed before we can proceed with the scheduled services. Please return this service agreement to **sassysisterscleaningco@gmail.com** or return a signed hard copy of the service agreement to us at the time of the scheduled service.

Business Name: Sassy Sisters Cleaning and Pet Care Services, LLC

Signature:_____

Date Signed:_____

Client Name:_____

Client Signature:_____

Date Signed:_____

Electronic Signatures count as written signatures for all intent and purposes. This service agreement must be initialed, signed, dated, and returned to Sassy Sisters Cleaning and Pet Care Services by email or hard copy before the scheduled service is provided. You may email us this form or print, fill, & sign. Our email is **Sassysisterscleaningco@gmail.com**