



Phone (941) 451-1439  
Email: [estimate@venicecleanpros.com](mailto:estimate@venicecleanpros.com)  
[www.venicecleanpros.com](http://www.venicecleanpros.com)

## **Terms of Service**

Please read this document entirely. Place your initials next to each of the numbered items below and then sign the second page. Return the original to Venice Cleaning & Maid Service, and please remember to please retain a copy for your records.

NOTE: Service cannot begin until this document is signed and returned to us.

### **1. Service Delivery**

This agreement is for cleaning services provided by Venice Cleaning & Maid Service. Service shall be provided in accordance with the signed proposal for service.

### **2. Duration of Service Agreement**

**This agreement is for informational purposes only** as we do not require a signed contract. However, it is understood by both parties that they are entering in to a "pay for service" relationship with us on an "at-will" basis. Either party may cancel at any time. Cancellation of service requests must be made in writing with a minimum of 30 days notice. Cleaning service and fees will be collected up and until the cancellation date.

### **3. Cleaning Plan**

Each client shall have a detailed cleaning plan. This cleaning plan is on our approach to service delivery based upon the client's requirements. The cleaning plan may be modified at any time to include additional services (or remove services) and therefore our price for service delivery may be affected. Any such changes should be brought to our attention immediately and we will modify our cleaning plan (and price) appropriately.

### **4. Price and Payment Terms**

**Our fee for delivering these services is detailed in the signed proposal for service.** Payment shall be made to **Venice Cleaning & Maid Service** and will be collected on the day service is provided and prior to us leaving the property. We accept the following payment methods: **CASH; Check; PayPal**. We DO NOT provide extended payment terms.

### **5. Price for Add-On Services**

Additional cleaning tasks requested by the customer on the day of service shall be billed at a rate of **\$60/hr.** and prorated to **15 minute increments**. This fee will be collected at the conclusion of service on that day. For example, if a client leaves a note asking our cleaners to clean the inside of the refrigerator and that task takes our cleaners 30 minutes to complete then the customer would be charged an extra \$30 in addition to the regular cleaning fee.

### **6. Cleaning Supplies**

All cleaning supplies will be provided by us. However, we reserve the right to utilize client's cleaning supplies/cleaning tools as necessary. Due to sanitary concerns, we require that each client provide us with the use of a functional vacuum cleaner.

### **7. Access to Premises**

Client shall provide clear direction and means for accessing premises. Keys and alarm codes will be kept in strictest confidence and security.

### **8.**



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**9. Cancel a Cleaning Appointment**

We request a minimum of 72-hour advance notice of any requests for cancelling a cleaning appointment. Such requests can be made by calling (941) 451-1439 or by emailing [sales@venicecleanpros.com](mailto:sales@venicecleanpros.com). **Cancellation requests made outside of the requested 72-hour window will be billed at 50% of the regular cleaning rate and will be due on the next cleaning appointment date.**

**10. Lock-Out Policy**

If we cannot gain access to the property on the scheduled day of service the client shall be responsible for payment in full for that day. Payment for the missed appointment shall be due on the next scheduled cleaning day.

**11. Extended Absence Policy (Seasonal Clients)**

Clients who will be away for more than 30 days or more may: 1.) Cancel service entirely with 30 days written notice; or 2.) Be placed on our "extended absence" plan. The extended absence plan means we will still continue to provide service to your home or office on your regularly scheduled service date, but at a 50% reduced price. During your absence we will provide basic cleaning and monitoring services to ensure your home remains fresh and safe while you are away. Payment for the extended absence period is expected to be paid up front, prior to your departure.

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Customer Name (Print)

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Customer Signature

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Service Address	City	State	Zip Code
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Today's Date

The terms of service agreement pertains to (check all that apply):

- Residential Deep Cleaning Service (occupied home)
- Commercial Deep Cleaning Service (occupied office)
- Recurring house cleaning (weekly/biweekly/monthly)
- Commercial Office Cleaning and Janitorial Services
- Move-In/Move-Out Cleaning Service (home empty)
- Home Watch Service
- Special Cleaning Project
- Window Washing Service
- Grout Cleaning Service
- Other Service(s): \_\_\_\_\_