

CLEANING SERVICE AGREEMENT

BETWEEN BROOKLYN CLEANING SERVICES AND THE CLIENT

Client Information

Name: _____
Address: _____
Contact Information: _____

929-377-1090
929-656-6456
www.bklnclean.com
infobklnclean@gmail.com

1. Agreement Terms

By ordering cleaning services, the client accepts these terms. Terms may change; continued use of services implies acceptance of changes.

2. Service Selection

The client can choose one of the following types of cleaning:

- Regular Cleaning: Includes dusting, vacuuming, basic surface cleaning, and trash removal. Cleaning is performed by one cleaner.
- Deep Cleaning: Includes thorough cleaning of all surfaces, appliances, bathrooms, windows, and other detailed tasks. Deep cleaning can be performed by two or three cleaners depending on the client's preference and the condition of the space.

3. Quality Guarantee

The company guarantees the quality of the provided services only up to the point of completion and before the signing of the completion certificate. The client must be present at the end of the cleaning to inspect and accept the work. If the client is unavailable, we will document the completed service. Please note that once the completion certificate is signed—or if the client is not present and no written concerns are submitted within 24 hours—the service will be considered accepted in full.

4. Insurance and Liability

The company has insurance covering claims related to its contractual obligations. This coverage only applies to cases directly associated with services provided by the company. Cosmetic issues, alignment, normal wear-and-tear, and maintenance concerns (such as loose hinges or minor door misalignment) are not covered under this clause.

5. Limitation of Liability

Brooklyn Cleaning Services shall not be liable for: Pre-existing conditions Superficial or cosmetic wear Routine maintenance issues Any claims submitted beyond 24 hours after service completion

6. Confidentiality

The company agrees not to disclose information about the client or their property obtained during service provision to third parties.

7. Photos and Videos

The company routinely takes photos or videos of the premises before and after service for quality control and liability protection. These may also be used as evidence in case of disputes. Upon client approval, marketing use may be offered in exchange for a discount.

8. Client Conduct Policy

The company maintains a zero-tolerance policy for harassment or discrimination against staff, including but not limited to language, nationality, or immigration status. Violation may result in refusal of future service and, if necessary, legal action in accordance with New York State law.

9. Determination of Complex Contaminants

The company reserves the right to adjust the price in case of complex contaminants, such as mold, stains on walls or carpets, which require additional time and effort.

10. Staff Tracking

The company uses a system to track employee work hours to ensure accurate job completion and time tracking.

11. Service Conditions

Minimum order: 3 hours.

Time estimates are based on standard cleaning requirements; additional time may be required depending on the condition of the apartment.

12. Client Obligations

Ensure access to the premises, prepare it, access to running water and electricity, remove pets, and secure valuables. Provide special cleaning instructions and notify of any allergies to cleaning products.

13. Signing the Completion Certificate

Upon completion of the cleaning, the client must inspect the premises and sign the completion certificate. Signing the certificate indicates that the client is satisfied with the quality of the services provided and accepts the work performed without further claims. Once the certificate is signed, all claims are considered void, and payment must be made immediately.

14. Payment Upon Service Completion

The client agrees to make payment immediately after signing the completion certificate. In case of refusal to pay after signing, the client agrees to cover the company's additional expenses to resolve the dispute, including legal fees.

15. Unjustified Claims

The company reserves the right to reject client claims made after the certificate is signed if they pertain to issues not noted in the certificate at the time of acceptance.

16. Legal Responsibility for Non-fulfillment of Obligations

In the event of non-payment after signing the completion certificate, the client agrees to pay all reasonable legal and collection-related costs incurred by the company. Additionally, the client agrees to a liquidated damages fee of up to \$2,000 to cover administrative time, disruption of business operations, and enforcement expenses. This fee is not intended as a penalty but as a fair estimate of the losses associated with breach of this agreement.

17. Photo Documentation of Completed Work

The company reserves the right to take photos and videos of the completed work to confirm its quality. These materials may be used as evidence of service completion in case of a dispute.

18. Cancellation and Deposit Policy

To secure a booking, a non-refundable deposit of \$50 is required at the time of order confirmation. This deposit reserves the scheduled cleaning time and will be applied toward the total service cost. If the client cancels the appointment for any reason, the deposit will not be refunded. This policy applies to all cancellations, including same-day and less than 24-hour cancellations.

19. Payment

The client agrees to make payment immediately after signing the completion certificate. Brooklyn Cleaning Services will notify the client of the total amount due approximately 30 minutes before the end of the scheduled cleaning. In case of refusal to pay after signing, the client agrees to cover the company's additional expenses to resolve the dispute, including legal and administrative fees.

20. Right to Refuse Service

We reserve the right to refuse service if the job description is inaccurate, incomplete, or does not reflect the actual condition of the space. We reserve the right to refuse service if the client is aggressive or unreasonable toward staff. In such cases, the deposit of \$50 is non-refundable.

21. Dispute Resolution

Unresolved disputes after 30 days are subject to binding arbitration in accordance with New York State laws. Once arbitration has begun, neither party may use public reviews or social media to pressure the outcome.

22. Agreement Acknowledgment

By booking our services, the client confirms understanding and acceptance of all terms stated in this agreement.

23. Damage to Client's Property

The company is not liable for damage exceeding \$300 unless proven in court.

To claim, the client must within 24 hours:

- Provide written notice;
- Submit photos/videos taken immediately after service;
- Provide proof of the item's value (receipt/appraisal).
- Compensation, if ordered, will not exceed the documented market value.

24. Time Limitations

If a heavily soiled property is booked for a 3-hour cleaning, full completion is not guaranteed. Cleaners will focus on priority areas. The company is not liable for unfinished zones if the client refuses to add time.

25. Refusal to Extend Time

If the client declines additional time when recommended, this will be documented. The client waives all claims for incomplete areas.

26. Scope of Repeat Cleaning

Repeat cleaning, if granted, is limited to 1–2 hours with one cleaner and covers only missed areas—not time limitations.

27. Sole Form of Compensation

Repeat cleaning is the only compensation offered. If declined, the case is closed.

28. Property Condition Acknowledgment

The initial condition may be documented. By proceeding, the client confirms they were informed if the dirtiness prevents full completion.

29. Final Resolution

After repeat cleaning (or refusal of it), the case is closed. Public complaints after resolution may lead to legal action.

30. Refusal to Add Time

If the client refuses to add hours when reasonably needed, this will be documented. The client forfeits the right to dispute unfinished areas due to lack of time.

31. Cleaners Breaks

For sessions longer than 3 hours, cleaners are allowed one 20-minute rest break.

32. Special Uniform Fee

In cases where property conditions require special protective uniforms (e.g., heavy dirt, pests, or hazardous materials), a \$20 fee per cleaner applies. This will be communicated and approved before service begins.

33. Delays Due to Prior Jobs

Cleaners may arrive slightly late if coming from another appointment. Minor delays do not qualify for complaints or refunds.

34. Refusal to Sign Completion Certificate

If the client refuses to sign the completion certificate without written comments at the time of service, the service is considered complete based on:

- Photos or videos,
- Proof of payment,
- Records of any extra free time provided.

In such cases refunds will not be issued.

35. Additional Service Surcharges (added to base rates if applicable)

- Heavy Clutter / Light Hoarding – \$30 (\$10 per cleaner)
- Severe Hoarding – \$20 (plus extra time billed if needed)
- Excessive Pet Hair – \$15–\$20
- Pet Odor Treatment – \$15–\$20 flat fee
- Protective Suits / PPE (bedbugs, roaches, etc.) – \$20 per cleaner
- Biohazard Cleaning (blood, waste) – \$20 per cleaner (plus extra time billed if needed) + surcharge for protective suits
- Heavy Grease / Kitchen Degreasing – \$15–\$20
- Extra Large Appliances (oversized fridge, double oven) – \$15–\$20 each
- Inside fridge or cabinets: +\$10 each
- Inside windows: +\$5 each
- Upholstery, carpet, or sofa deep cleaning: priced separately

36. Furniture & Fragile Items

- We do not move heavy furniture or large appliances unless specifically requested.
- Fragile or valuable items are only handled with client permission.

37. Safety & Accessibility

- Cleaners only work in safe and accessible areas.
- We do not connect to electricity, remove curtain rods, or disassemble furniture.

38. Stains & Pre-existing Damage

- Old or set-in stains (e.g., mold, rust, limescale) may not be fully removable.
- Cleaning does not eliminate scratches, damage, or surface wear.

39. Supplies & Liability

- We provide standard cleaning supplies. If client products are used, we are not liable for their results.
- We are not responsible for hidden defects revealed during cleaning.

Full Name: [_____]

Date: _____

Signature: _____