

Happy Heart Home Cleaning Services
Terms of Agreement

Our Services

The services that we provide for you will be set out in the Agreement between us.

OUR STAFF

We use employees who are known to us and/or have good references and/or background checks, our aim being to ensure that all our personnel are reliable, discreet and honest. If at any time your cleaning professional is not available we will use our best efforts to provide a replacement or reschedule.

CONTRACT PERIOD

The initial period of the contract is either a 1 time clean only or 4-8 weeks unless otherwise agreed. At the end of the contract you may renew or expire. You will be required to re-sign our terms of agreement in January of each year.

ACCESS & KEYS

You will ensure that our cleaning professional has access to your property during the agreed working hours. You will provide us with a key to your property or garage access code as well as any relevant security codes to deal with your alarm system. The details will be kept strictly confidential and only your designated cleaning professional will be given the relevant information.

LIABILITY

We are not responsible for any lost or stolen items. In the event that a cleaning professional has broken an artifact in the home, a formal submission to insurance will be submitted and/or compensation will be made by Happy Heart Home.

CLIENT REQUIREMENTS

Client agrees to unplug ALL fragrances in the home, including but not limiting to essential oil diffusers, incense, candles, wax burners, and plug-ins at least 24 hours before cleaning is to occur.

If a male in the home at the time of cleaning, there must be at least 1 additional person in the home as well at the time of cleaning.

Should the client be present at time of cleaning, please do not distract or partake in conversation as our professionals adhere to a strict schedule.

Please have the home PICKED UP as much as possible and have the floor free from lots of toys, laundry, etc. This will ensure that our cleaning professionals will have plenty of time to deep clean your home so you can get the most out of your money.

CHARGES AND PAYMENT

Unless otherwise agreed, we will invoice you at the time of contract. At least partial payment is due upon receipt, with the balance being due by the end of the contract agreement. We prefer payment be made by credit or debit card, although checks are accepted at this time.

If payment is not made on time we reserve the right to charge interest at 12% a year calculated on a daily basis on overdue accounts.

We reserve the right to increase our charges and you will be given advance notice of 1 week of any increase.

Client Signature

Date

Office Admin Signature

Date