

CLEANING SERVICE AGREEMENT

This Agreement is made on the [Day] day of [Month], [Year]

BETWEEN:

1. **[Your Cleaning Company Name]** (Company Registration No: [Your Company Reg No, if Ltd] / Sole Trader Name: [Your Name, if Sole Trader]) of [Your Company Registered Address / Business Address] (hereinafter referred to as "the Company").

AND

2. **[Client Full Name/Company Name]** of [Client Full Address / Company Registered Address] (hereinafter referred to as "the Client").

(The Company and the Client hereinafter collectively referred to as "the Parties" and individually as "a Party")

WHEREAS:

- A. The Company is in the business of providing professional cleaning services.
- B. The Client wishes to engage the Company to provide cleaning services at the Client's premises, and the Company agrees to provide such services, subject to the terms and conditions set out in this Agreement.

NOW, IT IS HEREBY AGREED as follows:

1. DEFINITIONS AND INTERPRETATION

- 1.1 "Premises" refers to the property located at [Full Address of Cleaning Premises, e.g., 123 Main Street, London, SW1A 1AA].
- 1.2 "Services" refers to the cleaning tasks and duties specified in Schedule A attached hereto.
- 1.3 "Service Date(s)" refers to the agreed date(s) and time(s) for the provision of the Services as specified in Schedule A or as otherwise mutually agreed in writing.
- 1.4 "Fees" refers to the charges payable by the Client to the Company for the Services, as specified in Schedule B attached hereto.

2. COMMENCEMENT AND DURATION

2.1 This Agreement shall commence on the [Commencement Date] and shall continue [e.g., on a rolling monthly basis / for a fixed term of X months, ending on [End Date]] unless terminated earlier in accordance with the provisions of Clause 10.

3. PROVISION OF SERVICES

3.1 The Company shall provide the Services to the Client at the Premises on the Service

Date(s) in a professional, competent, and timely manner, using reasonable care and skill.

3.2 The Company shall provide all necessary cleaning equipment and cleaning products required to perform the Services, unless otherwise specified in Schedule A.

3.3 The Company reserves the right to decline to undertake any Services that are not explicitly agreed in Schedule A.

4. CLIENT'S OBLIGATIONS

4.1 The Client shall ensure that the Company's personnel have safe and unobstructed access to the Premises at the agreed Service Date(s) and time(s).

4.2 The Client shall provide the Company's personnel with access to necessary utilities (e.g., water, electricity) required to perform the Services.

4.3 The Client shall notify the Company of any delicate, fragile, or valuable items at the Premises prior to the commencement of Services.

4.4 The Client shall ensure all valuables are secured or removed from the areas to be cleaned.

4.5 The Client shall notify the Company of any pets or animals present at the Premises.

4.6 The Client shall provide a safe working environment for the Company's personnel.

5. FEES AND PAYMENT

5.1 The Client agrees to pay the Company the Fees as set out in Schedule B.

5.2 Payment of Fees shall be made [e.g., in advance of each service / within X days of invoice date / monthly in arrears].

5.3 Invoices will be issued by the Company [e.g., after each service / on the last day of each month].

5.4 Payment methods accepted are [e.g., bank transfer, direct debit, credit card].

5.5 If payment is not received by the due date, the Company reserves the right to charge interest on overdue amounts at a rate of [e.g., 8%] per annum above the Bank of England base rate, calculated daily. The Company may also suspend further Services until payment is made in full.

6. CANCELLATION AND RESCHEDULING

6.1 If the Client wishes to cancel or reschedule a Service Date, they must provide the Company with at least [e.g., 24 / 48] hours' notice.

6.2 If notice is given less than the required period, the Company reserves the right to charge a cancellation fee of [e.g., 50% of the Fees for that Service / the full Fees for that Service].

6.3 The Company reserves the right to cancel or reschedule a Service Date due to unforeseen circumstances (e.g., staff illness, adverse weather). In such cases, the Company will provide as much notice as possible and offer an alternative Service Date.

7. COMPLAINTS AND RESOLUTION

7.1 Any complaint regarding the quality of Services must be made to the Company within [e.g., 24 / 48] hours of the completion of the Services.

7.2 The Company will endeavour to resolve any valid complaint promptly and fairly, which may include re-performing the unsatisfactory part of the Services at no additional cost.

8. LIABILITY AND INSURANCE

8.1 The Company shall not be liable for any loss, damage, or injury caused by circumstances beyond its reasonable control.

8.2 The Company holds Public Liability Insurance with coverage of up to [e.g., £5,000,000]. A copy of the insurance certificate is available upon request.

8.3 The Client acknowledges that due to the nature of cleaning, minor wear and tear may occur, and the Company shall not be liable for pre-existing damage or deterioration of the Premises.

8.4 The Company is not responsible for any damage caused by faulty or unmaintained electrical wiring, plumbing, or fixtures at the Premises.

9. CONFIDENTIALITY

9.1 Both Parties agree to keep confidential all non-public information obtained during the course of this Agreement.

10. TERMINATION

10.1 Either Party may terminate this Agreement by giving [e.g., 14 / 30] days' written notice to the other Party.

10.2 This Agreement may be terminated by either Party with immediate effect if the other Party commits a material breach of this Agreement and (if such breach is remediable) fails to remedy that breach within [e.g., 7] days of being notified in writing to do so.

10.3 Upon termination, the Client shall pay all outstanding Fees for Services provided up to the date of termination.

11. GOVERNING LAW AND JURISDICTION

11.1 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter shall be governed by and construed in accordance with the law of England and Wales / Scotland / Northern Ireland [Choose relevant part of UK].

11.2 Each Party irrevocably agrees that the courts of England and Wales / Scotland / Northern Ireland [Choose relevant part of UK] shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement.

12. ENTIRE AGREEMENT

12.1 This Agreement, including its Schedules, constitutes the entire agreement between the Parties and supersedes all prior discussions, negotiations, and agreements.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date first written above.

FOR THE COMPANY:

Signature:

Print Name:

Position:

Date:

FOR THE CLIENT:

Signature:

Print Name:

Position (if applicable):

Date:

SCHEDULE A: SERVICES

Premises Address: [As per Clause 1.1]

Type of Cleaning: [e.g., Residential / Commercial / End-of-Tenancy / Deep Clean]

Frequency of Service: [e.g., Weekly / Fortnightly / Monthly / One-off / As per agreed dates below]

Agreed Service Date(s) & Time(s):

[e.g., Every Monday, 9:00 AM - 12:00 PM]

[e.g., Date: [Date], Time: [Time]]

[List all specific dates/times or state "As per ongoing schedule agreed via software/email"]

Detailed Scope of Work (Inclusions):

(List specific areas and tasks. Be as detailed as possible to avoid disputes)

- **Kitchen:** Clean countertops, sink, hob, exterior of appliances (fridge, oven, microwave), wipe cupboards, clean floor.
- **Bathrooms:** Clean toilet, sink, shower/bath, mirrors, wipe surfaces, clean floor.
- **Bedrooms:** Dust surfaces, vacuum/mop floor, empty bins.
- **Living Areas:** Dust surfaces, vacuum/mop floor, empty bins.
- **General:** Dusting all accessible surfaces, vacuuming carpets, mopping hard floors, emptying all bins.

Exclusions (Services NOT included unless explicitly agreed):

(Crucial to manage expectations)

- Deep cleaning inside oven/fridge/cupboards (unless separately booked)
- Exterior window cleaning (unless separately booked)
- Carpet shampooing (unless separately booked)
- Heavy duty stain removal
- Moving heavy furniture
- Waste disposal beyond regular household/office bins

- Hoarding clean-up

Specific Equipment/Products Provided by Client (if any):

[e.g., Client provides their own vacuum cleaner / specific eco-friendly products]

SCHEDULE B: FEES AND PAYMENT TERMS

Pricing Structure:

[Choose ONE method and fill in details]

- **Hourly Rate:** £[Amount] per hour per cleaner.
- **Fixed Fee per Service:** £[Amount] per visit.
- **Per Square Foot/Meter:** £[Amount] per [unit] (for commercial).
- **Fixed Monthly Retainer:** £[Amount] per month (for regular commercial contracts).

Estimated Duration per Service (if applicable): [e.g., 3 hours]

Total Estimated Cost (if fixed fee/contract): £[Amount]

Invoicing Schedule:

[e.g., Invoice issued immediately after each service / on the last day of each month]

Payment Due Date:

[e.g., Payment due immediately upon receipt of invoice / within X days of invoice date / by the [Day] of each month]

Payment Methods:

[e.g., Bank Transfer (Account: [Bank Name], Sort Code: [Sort Code], Account No: [Account No])]

[e.g., Via [Payment Gateway Name] - link provided on invoice]

Late Payment Policy:

[e.g., Interest charged at [rate]% per annum above Bank of England base rate on overdue amounts / Services suspended until full payment]