

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 Service Provider").

AND

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

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

WHEREAS:

- A. The Service Provider is in the business of providing professional cleaning services.
- B. The Client wishes to engage the Service Provider to provide cleaning services at the Client's premises, and the Service Provider 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, Anytown, AB1 2CD].
- 1.2 "Services" refers to the specific cleaning tasks and duties to be provided by the Service Provider, as 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 Service Provider 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 Service Provider 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, and in accordance with industry best practices.

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

3.3 The Service Provider reserves the right to decline to undertake any Services that are not explicitly agreed in Schedule A or any additional services not within the scope of regular cleaning (e.g., hazardous waste removal, hoarding).

4. CLIENT'S OBLIGATIONS

4.1 The Client shall ensure that the Service Provider'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 Service Provider's personnel with access to necessary utilities (e.g., water, electricity) required to perform the Services.

4.3 The Client shall notify the Service Provider 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 Service Provider of any pets or animals present at the Premises prior to arrival.

4.6 The Client shall provide a safe working environment for the Service Provider's personnel, free from hazards.

4.7 The Client shall inform the Service Provider of any specific allergies or sensitivities (e.g., to particular cleaning products) that require special consideration.

5. FEES AND PAYMENT

5.1 The Client agrees to pay the Service Provider 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 Service Provider [e.g., immediately after each service / on the last day of each month].

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

5.5 If payment is not received by the due date, the Service Provider 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 Service Provider 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 Service Provider with at least [e.g., 24 / 48] hours' notice.

6.2 If notice is given less than the required period, the Service Provider 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 Service Provider reserves the right to cancel or reschedule a Service Date due to unforeseen circumstances (e.g., staff illness, adverse weather, emergency). In such cases, the Service Provider 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 Service Provider within [e.g., 24 / 48] hours of the completion of the Services.

7.2 The Service Provider 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, or offering a partial refund, at the Service Provider's sole discretion.

8. LIABILITY AND INSURANCE

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

8.2 The Service Provider shall not be liable for any loss, damage, or injury caused by circumstances beyond its reasonable control (force majeure).

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

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

8.5 The Service Provider's liability for any direct loss or damage caused by its negligence or breach of this Agreement shall be limited to the value of the Fees paid for the Service during which the loss or damage occurred.

9. CONFIDENTIALITY

9.1 Both Parties agree to keep confidential all non-public information obtained during the course of this Agreement, including client details, pricing, and operational methods of the Service Provider.

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 properly 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 SERVICE PROVIDER:

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 Regular Clean / Commercial Office Clean / One-off 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 Tuesday, 10:00 AM - 1:00 PM]

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

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

Detailed Scope of Work (Inclusions):

(List specific areas and tasks. Be as detailed as possible to avoid disputes. You may attach a separate, detailed checklist if comprehensive.)

- **Kitchen:** Clean and sanitise countertops, sink, hob, exterior of appliances (fridge, oven, microwave, dishwasher), wipe cupboards, clean floor (vacuum/mop). Empty bins.
- **Bathrooms:** Clean and sanitise toilet, sink, shower/bath, tiles, mirrors, wipe surfaces, clean floor. Empty bins.
- **Bedrooms:** Dust all accessible surfaces, vacuum/mop floor, make bed (if requested and linen provided), empty bins.
- **Living Areas:** Dust all accessible surfaces, vacuum carpets, mop hard floors, tidy light clutter, empty bins.
- **General Tasks:** Dusting all accessible surfaces, vacuuming carpets, mopping hard floors, emptying all bins.

Exclusions (Services NOT included unless explicitly agreed as additional services):
(Crucial to manage client expectations and prevent scope creep)

- Deep cleaning inside ovens, refrigerators, or cupboards/cabinets.
- Exterior window cleaning.
- Carpet shampooing or upholstery cleaning.
- Heavy duty stain removal (beyond standard cleaning).
- Moving heavy furniture or large appliances.
- Waste disposal beyond regular household/office bins (e.g., construction waste, hazardous waste).
- Cleaning of areas not specified (e.g., garages, attics, external areas).
- Hoarding clean-up or biohazard cleaning.
- Pest control.

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

[e.g., Client provides their own vacuum cleaner / specific eco-friendly products / specific cleaning chemicals required for unique surfaces]

SCHEDULE B: FEES AND PAYMENT TERMS

Pricing Structure for Services:

[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 properties).
- **Fixed Monthly Retainer:** £[Amount] per month (for regular commercial contracts).

Estimated Duration per Service (if applicable for fixed fee/contract): [e.g., 3 hours per visit]

Total Estimated Cost (if fixed fee/contract): £[Amount] [e.g., per month / per year]

Invoicing Schedule:

[e.g., Invoice issued immediately after each service / on the last day of each month / every Friday for weekly services]

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 via online portal]

[e.g., Direct Debit (setup required)]

Late Payment Policy:

[e.g., Interest charged at [rate]% per annum above the Bank of England base rate, calculated daily on overdue amounts from the due date. The Service Provider may also suspend further Services until payment is made in full and/or the outstanding amount is settled.]