

Cleaning Payment Policy Template

Practical cleaning business template • Customize fields before use

Brand customization: This TidyOps-branded example shows a finished presentation. Replace the logo, colors, company details, and placeholders with your own brand before use.

CLEANING PAYMENT POLICY

[YOUR COMPANY NAME]

[Phone Number]

[Email Address]

[Website]

This payment policy explains when payment is due, the payment methods we accept, and how deposits, recurring payments, failed payments, refunds, and outstanding balances are handled.

1. PAYMENT DUE DATE

Unless otherwise agreed in writing, payment for cleaning services is due:

- ☐ At Time of Booking
- ☐ Before Service
- ☐ On the Service Date
- ☐ Immediately After Service
- ☐ Upon Receipt of Invoice
- ☐ Net 15
- ☐ Net 30
- ☐ Other:

Standard Payment Terms:

2. ACCEPTED PAYMENT METHODS

We accept:

- ☐ Credit Card
- ☐ Debit Card
- ☐ ACH / Bank Transfer
- ☐ Cash
- ☐ Check



☐ Online Payment

☐ Other:

Payment Instructions:

3. PAYMENT METHOD ON FILE

For recurring or scheduled cleaning services, we may require an authorized payment method to be kept on file through our payment processor.

☐ Payment Method on File Required

☐ Payment Method on File Optional

☐ Not Required

If required, the payment method may be charged according to the customer's authorization and agreed payment terms.

Do not send payment-card numbers, bank credentials, passwords, or other sensitive payment information through ordinary email, text messages, or general-purpose forms.

4. PAYMENT AUTHORIZATION

Where automatic charging is used, customers should receive a separate authorization explaining:

- What payment method may be charged
- When charges may occur
- Whether charges are recurring
- How authorization may be withdrawn
- How payment information is handled

This policy does not replace any authorization required by your payment processor or applicable law.

5. ONE-TIME CLEANING SERVICES

Payment for one-time services is due:

Examples may include:

- Standard one-time cleaning
- Deep cleaning
- Move-in cleaning
- Move-out cleaning
- Post-construction cleaning

For larger or specialty projects, a deposit may be required.

6. RECURRING CLEANING SERVICES

Recurring customers will be billed:

- ☐ After Each Visit
- ☐ On the Service Date
- ☐ Weekly
- ☐ Biweekly
- ☐ Monthly
- ☐ Other:

Recurring Billing Method:

7. DEPOSITS

A deposit may be required for:

- ☐ Deep Cleaning
- ☐ Move-In / Move-Out Cleaning
- ☐ Post-Construction Cleaning
- ☐ Large Residential Jobs
- ☐ Commercial Projects
- ☐ Specialty Services
- ☐ First-Time Customers
- ☐ Other:

Deposit Amount:

- ☐ \$
- ☐ % of estimated service price

Deposit Due:

8. DEPOSIT APPLICATION

Unless otherwise stated, an accepted deposit will be applied toward the final service balance.

Remaining Balance Due:

9. DEPOSIT REFUNDS

Deposits are:

- ☐ Refundable With Required Cancellation Notice



- ☐ Partially Refundable According to Cancellation Policy
- ☐ Nonrefundable Where Permitted by Law
- ☐ Handled According to the Following Terms:

Deposit and cancellation terms should comply with applicable law.

10. ESTIMATES & FINAL CHARGES

Estimates are based on the information available when the service is quoted.

Final charges may differ if:

- Property condition differs materially from what was described
- Additional services are requested
- Additional areas are added
- Access conditions materially increase service time
- The scope changes
- Other previously undisclosed conditions affect the work

When practical, material price changes should be communicated before additional work is performed.

11. ADD-ON SERVICES

Services added before or during a scheduled cleaning may result in additional charges.

Examples include:

- ☐ Inside Oven
- ☐ Inside Refrigerator
- ☐ Inside Cabinets
- ☐ Interior Windows
- ☐ Detailed Baseboards
- ☐ Laundry
- ☐ Pet Hair Removal
- ☐ Organization
- ☐ Specialty Floor Care
- ☐ Other:

Additional services may require customer approval before work begins.

12. TIPS / GRATUITIES

Tips are:



☐ Accepted but Never Required

☐ Not Accepted

☐ Other:

If accepted, tips are separate from required service charges.

13. SALES & SERVICE TAXES

Applicable taxes may be added where required.

Tax Treatment:

Customers claiming tax-exempt status may be required to provide valid documentation.

14. FAILED PAYMENTS

If a payment is declined or otherwise unsuccessful, we may contact the customer to request another authorized payment method.

Service may be paused until an outstanding balance is resolved.

15. RETURNED PAYMENTS

Returned checks, reversed payments, or failed bank payments may be subject to a fee where permitted.

Returned Payment Fee: \$

Any fee must comply with applicable law and applicable payment-provider rules.

16. LATE PAYMENTS

Payments not received by the agreed due date may be considered past due.

Grace Period: days

Late Fee:

☐ \$

☐ %

☐ No Late Fee

☐ Other:

Any late fee, interest charge, or finance charge must comply with applicable law.

17. OUTSTANDING BALANCES

If an account has an unpaid balance, we may:



- ☐ Send a payment reminder
- ☐ Pause future cleaning services
- ☐ Require payment before future bookings
- ☐ Require a payment method on file
- ☐ Take other lawful collection steps

Services may resume once payment requirements are satisfied.

18. COMMERCIAL ACCOUNTS

Commercial clients may receive separate invoicing terms.

Commercial Payment Terms:

- ☐ Due on Receipt
- ☐ Net 15
- ☐ Net 30
- ☐ Other:

Invoice Delivery:

- ☐ Email
- ☐ Customer Portal
- ☐ Accounting System
- ☐ Other:

Purchase Order Required:

- ☐ No
- ☐ Yes

PO Instructions:

19. RECURRING BILLING CHANGES

Customers should notify us promptly when an authorized payment method needs to be updated.

Changes to recurring pricing should be communicated according to the customer's service agreement and applicable law.

20. CANCELLATION FEES

Cancellation, rescheduling, lockout, or no-access fees are governed by our:

Cancellation Policy:

Where applicable, an authorized payment method may be charged for valid cancellation or no-access fees according to the customer's agreement and payment authorization.

21. REFUNDS

Refund requests should be submitted within:
days

of the applicable charge or service.

Refund eligibility will depend on:

- The service performed
- The reason for the request
- The applicable satisfaction policy
- Any corrective service offered
- The customer's agreement
- Applicable law

Refund Policy:

22. SERVICE QUALITY DISPUTES

If a customer believes an included cleaning task was not completed satisfactorily, they should contact us within:

hours

of service.

Where appropriate, we may inspect the issue or offer corrective cleaning under our satisfaction policy.

A service-quality complaint does not automatically result in a refund.

23. BILLING ERRORS

Customers should notify us promptly if they believe a charge is incorrect.

Billing Contact:

[Phone Number]

[Email Address]

We will review reported billing issues and correct verified errors.

24. CHARGEBACKS / PAYMENT DISPUTES

Customers are encouraged to contact us promptly about suspected billing errors or service disputes so we can review the issue.

Nothing in this policy limits any lawful rights a customer may have to dispute a payment with their financial institution or payment provider.

25. COLLECTION COSTS

Do not include automatic collection-cost, attorney-fee, interest, or similar provisions unless they have been reviewed for compliance with applicable law.

Legally Reviewed Collection Terms, if used:

26. RECEIPTS

Customers may receive:

- ☐ Email Receipt
 - ☐ Printed Receipt
 - ☐ Customer Portal Receipt
 - ☐ Paid Invoice
 - ☐ Other:
-

27. PRICING CHANGES

Recurring service prices may be reviewed periodically.

Reasons for adjustment may include:

- Changes in service scope
- Changes in cleaning frequency
- Property-condition changes
- Labor-cost changes
- Supply-cost changes
- Material operating-cost changes

Customers will receive notice of price changes where required by the applicable agreement or law.

28. SECURITY OF PAYMENT INFORMATION

Payment-card and bank information should be collected and processed through appropriate payment systems.

Employees should not store sensitive payment credentials in job notes, customer notes, spreadsheets, paper intake forms, text messages, or other unauthorized locations.

29. CUSTOMER QUESTIONS

Questions regarding invoices, charges, or payments may be directed to:

Billing Contact:

Phone:

Email:

Business Hours:

CUSTOMER ACKNOWLEDGMENT

By booking or purchasing cleaning services, the customer acknowledges the payment terms provided by the Cleaning Company, subject to the applicable service agreement and law.

Where a signature is appropriate:

Customer Name:

Signature:

Date:

IMPORTANT LEGAL & PAYMENT NOTICE

This template is provided as a general business resource and is not legal, tax, accounting, banking, or payment-processing advice.

Rules governing deposits, refunds, recurring billing, automatic charges, payment authorization, late fees, returned-payment fees, taxes, electronic payments, collections, consumer disclosures, and other payment practices vary by jurisdiction and payment method.

Payment processors and card networks may impose additional requirements.

Do not collect or store full payment-card details or banking credentials in this template.

Have your final payment policy and payment authorization process reviewed for the requirements applicable to your business.

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