

Commercial Cleaning Service Agreement

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.

This Commercial Cleaning Service Agreement (“Agreement”) is entered into between:

Cleaning Company: [YOUR COMPANY NAME]

Address: [Company Address]

Phone: [Phone Number]

Email: [Email Address]

and

Client: [CLIENT COMPANY / ORGANIZATION]

Address: [Client Address]

Primary Contact: [Contact Name]

Phone: [Phone Number]

Email: [Email Address]

Service Location(s): [Service Address / Locations]

Effective Date: [MM/DD/YYYY]

1. SERVICES

The Cleaning Company agrees to provide commercial cleaning and/or janitorial services at the Service Location according to the scope of work, service schedule, pricing, and other terms described in this Agreement and any incorporated exhibits, proposals, or schedules.

Primary Service Type:

- ☐ Janitorial Service
 - ☐ Office Cleaning
 - ☐ Commercial Cleaning
 - ☐ Day Porter Service
 - ☐ Floor Care
 - ☐ Specialty Cleaning
 - ☐ Other:
-

2. SCOPE OF WORK

The Cleaning Company will perform the tasks listed in the agreed scope of work.



The detailed scope may be attached as:

- ☐ Exhibit A — Scope of Work
- ☐ Cleaning Checklist
- ☐ Proposal / Bid
- ☐ Service Frequency Schedule
- ☐ Other:

The Cleaning Company is not responsible for services not included in the agreed scope unless added by written agreement.

3. SERVICE FREQUENCY

Service Frequency:

- ☐ 7x Weekly
- ☐ 5x Weekly
- ☐ 3x Weekly
- ☐ 2x Weekly
- ☐ Weekly
- ☐ Monthly
- ☐ Custom:

Service Days:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

Service Window:

Exact service times may vary unless a specific time requirement is expressly agreed in writing.

4. SERVICE COMMENCEMENT

Scheduled Start Date:

If an initial or restorative cleaning is required before recurring service begins:

Initial Cleaning Price: \$

Initial Cleaning Date:

5. PRICING

Recurring Service Fee: \$

Billing Frequency:

☐ Per Visit

☐ Weekly

☐ Biweekly

☐ Monthly

☐ Other:

Periodic / Specialty Services:

Additional Charges:

6. INVOICING & PAYMENT

Invoices will be issued:

☐ Weekly

☐ Biweekly

☐ Monthly

☐ Other:

Payment Terms:

☐ Due on Receipt

☐ Net 15

☐ Net 30

☐ Other:

Accepted Payment Methods:

☐ ACH / Bank Transfer

☐ Credit Card

☐ Check

☐ Other:

Late Payment Terms:

Returned / Failed Payment Fee: \$

Any fees, interest, or collection charges must comply with applicable law.

7. TAXES

Applicable sales, use, service, or other taxes may be added where required by law.

Tax Treatment:

The Client is responsible for providing valid exemption documentation if claiming tax-exempt status.

8. TERM OF AGREEMENT

Initial Term:

Examples:

- ☐ Month-to-Month
- ☐ 6 Months
- ☐ 12 Months
- ☐ Other:

Start Date:

End Date:

9. RENEWAL

Upon expiration of the initial term, this Agreement will:

- ☐ Terminate Unless Renewed in Writing
- ☐ Continue Month-to-Month
- ☐ Automatically Renew for:

subject to any notice requirements described below.

Automatic-renewal provisions should be reviewed for compliance with applicable law.

10. TERMINATION

Either party may terminate this Agreement according to the following notice requirement:

Written Notice Required: days

Termination may also be permitted for material breach, nonpayment, unsafe conditions, or other circumstances described in this Agreement.

Early Termination Terms, if any:

11. PRICE ADJUSTMENTS

The Cleaning Company may propose pricing adjustments based on material changes including:

- Labor cost



- Service frequency
- Facility occupancy
- Scope of work
- Consumable usage
- Insurance or compliance cost
- Inflation
- Facility expansion
- Additional service requirements

Advance Notice of Price Change: days

Any price-adjustment mechanism should be clearly defined and legally reviewed.

12. CLIENT-REQUESTED SCOPE CHANGES

Additional or modified services requested by the Client may require:

- Revised pricing
- Revised staffing
- Revised service frequency
- Additional equipment
- Additional supplies
- Extended service time

Material changes should be documented in writing.

13. PERIODIC & SPECIALTY SERVICES

Recurring janitorial service does not automatically include periodic services unless specifically stated.

Potential periodic services include:

- ☐ Carpet Extraction
- ☐ Floor Scrubbing
- ☐ Floor Burnishing
- ☐ Strip & Refinish
- ☐ Interior Windows
- ☐ Exterior Windows
- ☐ High Dusting
- ☐ Upholstery Cleaning
- ☐ Pressure Washing
- ☐ Deep Restroom Cleaning
- ☐ Other:

Periodic Service Schedule

14. CLEANING SUPPLIES

Cleaning chemicals and routine supplies will be:

- ☐ Provided by Cleaning Company
- ☐ Provided by Client
- ☐ Shared Responsibility

Special Product Requirements

15. EQUIPMENT

Cleaning equipment will be:

- ☐ Provided by Cleaning Company
- ☐ Provided by Client
- ☐ Shared Responsibility

The Client should identify any site-specific equipment requirements before service begins.

16. CONSUMABLES

Responsibility for consumables:

Item	Cleaning Company	Client	Billed Separately
Toilet Tissue	☐	☐	☐
Paper Towels	☐	☐	☐
Hand Soap	☐	☐	☐
Trash Liners	☐	☐	☐
Sanitary Products	☐	☐	☐
Other:	☐	☐	☐

If the Cleaning Company supplies consumables, pricing may be based on actual usage, fixed monthly pricing, or another agreed method.

17. FACILITY ACCESS

The Client agrees to provide safe and timely access to the Service Location.

Access Method:

- ☐ Key
 - ☐ Access Card
 - ☐ Keypad / Code
 - ☐ Security Desk
 - ☐ Client Representative
 - ☐ Other:
- Access Instructions:

18. KEYS, CARDS & ACCESS CREDENTIALS

The Cleaning Company will handle Client-provided keys, cards, and access information according to reasonable security procedures.

The parties should document:

Number of Keys / Cards Issued:

Credential Identifier(s):

Return Procedure:

Loss or replacement terms, if any:

19. ALARM & SECURITY PROCEDURES

Alarm System:

- ☐ No
- ☐ Yes

Alarm Procedure:

Restricted Areas:

Security Escort Required:

- ☐ No
- ☐ Yes

20. BACKGROUND CHECKS / SECURITY REQUIREMENTS

If the Client requires screening, badges, clearances, or other security measures, those requirements should be identified before service begins.

Requirements:

The Cleaning Company should not state that personnel satisfy specific screening or clearance requirements unless that is accurate.

21. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide safe access
 - Provide accurate facility information
 - Identify restricted areas
 - Identify specialty surfaces
 - Communicate hazards
 - Maintain working utilities
 - Provide required site access credentials
 - Identify facility rules
 - Provide adequate onsite storage where agreed
 - Notify the Cleaning Company of material facility changes
-

22. UTILITIES & STORAGE

The Client will provide reasonable access to:

- ☐ Water
- ☐ Electricity
- ☐ Janitor Closet
- ☐ Mop Sink
- ☐ Equipment Storage
- ☐ Supply Storage

Storage Location:

The Cleaning Company will maintain its designated area in reasonable order.

23. WORKPLACE HAZARDS

The Client agrees to disclose known site hazards relevant to the cleaning work.

Potential hazards may include:

- Hazardous materials
- Sharps
- Biohazards
- Industrial chemicals
- Unsafe electrical conditions
- Construction activity
- Restricted machinery areas



- Unsafe flooring
- Pest infestations
- Other site-specific hazards

The Cleaning Company may stop work in an unsafe area until the condition is addressed.

24. SPECIALIZED / REGULATED FACILITIES

Healthcare, laboratory, food-service, educational, childcare, industrial, government, and other specialized facilities may require additional procedures, training, documentation, products, or regulatory compliance.

Those requirements must be specifically identified and agreed upon.

Routine janitorial service does not automatically include specialized remediation, infection-control programs, hazardous-material cleanup, or regulated waste handling.

25. QUALITY STANDARDS

Services will be evaluated against:

- ☐ Agreed Scope of Work
- ☐ Cleaning Checklist
- ☐ Inspection Standard
- ☐ Service-Level Requirement
- ☐ Other:

Inspection Frequency

26. SERVICE DEFICIENCIES

If the Client believes an included service was not completed satisfactorily, the Client should notify the Cleaning Company within:

hours / business days

The Cleaning Company may inspect the reported issue and provide corrective service when appropriate.

27. CORRECTIVE ACTION

For verified service deficiencies, the Cleaning Company may:

- ☐ Reclean affected area
- ☐ Provide supervisor inspection
- ☐ Coach assigned personnel



- ☐ Adjust checklist / scope
- ☐ Replace assigned personnel where appropriate
- ☐ Other:

Corrective action does not include services outside the agreed scope.

28. SERVICE-LEVEL REQUIREMENTS

If specific service-level commitments apply, document them below.

Issue Response Target:

Reclean Response Target:

Inspection Standard:

Other KPI / Requirement:

29. STAFFING

The Cleaning Company is responsible for determining its staffing and work methods, subject to the agreed service requirements and applicable law.

The Client may communicate legitimate facility, safety, or security requirements but should not directly supervise Cleaning Company personnel unless the legal relationship is structured accordingly.

30. SUBCONTRACTORS

- ☐ Subcontractors Permitted
- ☐ Client Approval Required Before Subcontracting
- ☐ Subcontractors Not Permitted

If subcontractors are used, the Cleaning Company remains responsible for its contractual obligations unless otherwise agreed.

This section should be reviewed for insurance and legal implications.

31. INSURANCE

The Cleaning Company will maintain the insurance required by the final negotiated agreement.

Potential requirements may include:

- ☐ Commercial General Liability
- ☐ Workers' Compensation
- ☐ Commercial Auto
- ☐ Umbrella / Excess Liability



☐ Bonding / Janitorial Bond

☐ Other:

Required Limits:

Insurance requirements should be confirmed with qualified insurance and legal professionals.

32. CERTIFICATES OF INSURANCE

Where required, the Cleaning Company will provide evidence of applicable insurance coverage.

Additional Insured Required:

☐ No

☐ Yes

Special Endorsements Required:

33. INDEMNITY

Any indemnification, defense, waiver, or limitation-of-liability provisions should be drafted or reviewed by qualified legal counsel.

Approved Indemnity Terms:

[INSERT LEGALLY REVIEWED LANGUAGE]

34. DAMAGE TO PROPERTY

Cleaning personnel are expected to exercise reasonable care.

The Client should report suspected cleaning-related damage promptly.

Reporting Period:

The Cleaning Company may inspect the reported damage before determining responsibility or remedy.

Nothing in this section waives rights or liabilities that cannot legally be waived.

35. PRE-EXISTING CONDITIONS

The Cleaning Company is not responsible for pre-existing damage, defective materials, normal wear, unstable fixtures, improper installation, or deterioration unrelated to the cleaning service.

Cleaning can reveal previously hidden stains, scratches, discoloration, or defects.

36. CONFIDENTIALITY

Cleaning personnel may encounter nonpublic Client information while providing service.

The Cleaning Company will instruct personnel to avoid reviewing, copying, photographing, or disclosing Client information unrelated to their work.

If a formal confidentiality agreement is required:

- ☐ Separate NDA Attached
- ☐ Confidentiality Exhibit Attached

37. PHOTOGRAPHS & SERVICE DOCUMENTATION

Operational photographs may be taken when appropriate for:

- Quality control
- Damage documentation
- Service verification
- Corrective action
- Facility condition documentation

Public or marketing use of identifiable Client property should require appropriate permission.

38. INCIDENT REPORTING

The Cleaning Company will notify the Client of material incidents involving:

- Property damage
- Security issues
- Injury
- Lost access credentials
- Significant safety hazards
- Other material service events

according to the agreed communication procedure.

39. CLIENT COMPLAINTS & ESCALATION

Primary Cleaning Company Contact:

Escalation Contact:

Preferred Communication Method:

40. HOLIDAYS

Holiday Service Policy:

Holiday service may be rescheduled, excluded, or subject to additional charges as agreed.

41. WEATHER / EMERGENCY CLOSURES

Service may be delayed, rescheduled, or suspended due to severe weather, unsafe travel, facility closures, utility outages, emergencies, or unsafe working conditions.

The parties will communicate regarding rescheduling where practical.

42. FORCE MAJEURE

Any force-majeure language addressing events outside either party's reasonable control should be legally reviewed before use.

Approved Clause:

[INSERT LEGALLY REVIEWED LANGUAGE]

43. INDEPENDENT CONTRACTOR STATUS

The Cleaning Company is an independent business and is responsible for its own personnel, payroll, taxes, equipment, methods, and business operations, subject to this Agreement and applicable law.

This provision should accurately reflect the real relationship between the parties.

44. NON-SOLICITATION

If the parties wish to restrict direct hiring or solicitation of Cleaning Company personnel, any such clause should be specifically reviewed for enforceability under applicable law.

Approved Non-Solicitation Terms:

[INSERT LEGALLY REVIEWED LANGUAGE IF USED]

45. DISPUTE RESOLUTION

Governing Law / Jurisdiction:

Dispute Process:

- ☐ Informal Negotiation
- ☐ Mediation

- ☐ Court
- ☐ Arbitration — Only With Legal Review
- ☐ Other:

Any arbitration, jury-waiver, attorney-fee, venue, or dispute-resolution clause should receive legal review before use.

46. NOTICES

Formal notices under this Agreement should be sent to:

Cleaning Company

Name / Title:

Address / Email:

Client

Name / Title:

Address / Email:

47. ASSIGNMENT

Any restrictions on transferring or assigning this Agreement should be legally reviewed.

Assignment Terms:

48. ENTIRE AGREEMENT

This Agreement, together with its incorporated exhibits and amendments, constitutes the agreement between the parties concerning the services described here.

Changes should be documented in writing.

49. ORDER OF PRECEDENCE

If documents conflict, the parties may define which document controls.

Example:

1. Signed amendment
2. This Agreement
3. Scope of Work
4. Pricing Schedule
5. Proposal

Agreed Order:

50. SIGNATURES

By signing below, the parties acknowledge that they have reviewed and agree to the terms of this Agreement and the incorporated service documents.

CLEANING COMPANY

Company:

Authorized Representative:

Title:

Signature:

Date:

CLIENT

Company / Organization:

Authorized Representative:

Title:

Signature:

Date:

EXHIBITS

- ☐ Exhibit A — Scope of Work
- ☐ Exhibit B — Service Frequencies
- ☐ Exhibit C — Pricing Schedule
- ☐ Exhibit D — Consumables Responsibility
- ☐ Exhibit E — Insurance Requirements
- ☐ Exhibit F — Security / Access Requirements
- ☐ Other:

IMPORTANT LEGAL REVIEW NOTICE

This is a general commercial-service template and not a finished legal contract.

Commercial cleaning agreements can involve significant legal, insurance, employment, safety, privacy, procurement, and liability issues.

Contract term and renewal, indemnity, insurance, limitation of liability, subcontracting, non-solicitation, dispute resolution, attorney fees, governing law, automatic renewal, termination, late fees, and similar provisions can have substantial legal consequences and may be regulated differently by jurisdiction.

Healthcare, industrial, government, educational, food-service, and other specialized clients may impose additional regulatory and contractual requirements.



Have qualified legal counsel and appropriate insurance professionals review the final agreement before using it.

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