

Residential 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 Residential Cleaning Service Agreement ("Agreement") is entered into between:

Cleaning Company: [YOUR COMPANY NAME]

Address: [Company Address]

Phone: [Phone Number]

Email: [Email Address]

and

Customer: [Customer Name]

Service Address: [Service Address]

Phone: [Phone Number]

Email: [Email Address]

Effective Date: [MM/DD/YYYY]

1. SERVICES

The Cleaning Company agrees to provide residential cleaning services at the Service Address according to the service scope selected below and any written estimate, quote, checklist, or service description incorporated into this Agreement.

Service Type:

☐ Standard Cleaning

☐ Deep Cleaning

☐ Move-In Cleaning

☐ Move-Out Cleaning

☐ Recurring Cleaning

☐ Other:

Service Frequency:

☐ One-Time

☐ Weekly

☐ Every 2 Weeks

☐ Every 4 Weeks

☐ Monthly

☐ Other:

2. INCLUDED SCOPE OF WORK

The Cleaning Company will perform the services described in the agreed cleaning scope.

Typical services may include:

- Dusting accessible surfaces
- Cleaning kitchen surfaces
- Cleaning bathrooms
- Vacuuming
- Mopping
- Trash removal
- General surface cleaning

The specific scope for this customer is:

The Cleaning Company is not responsible for tasks that are not included in the agreed scope.

3. OPTIONAL / ADDITIONAL SERVICES

Additional services may be available for an extra charge.

Examples include:

- ☐ Inside Refrigerator
- ☐ Inside Oven
- ☐ Inside Cabinets
- ☐ Interior Windows
- ☐ Blinds
- ☐ Detailed Baseboards
- ☐ Laundry
- ☐ Bed Linen Changes
- ☐ Pet Hair Removal
- ☐ Organization
- ☐ Other:

Additional work requested after the original scope is established may require additional time and charges.

4. SERVICE SCHEDULE

Preferred Service Day:

Preferred Arrival Window:

The Cleaning Company will make reasonable efforts to provide service during the scheduled window.

Exact arrival times may vary due to traffic, prior jobs, staffing, weather, or other operational factors.

Unless specifically agreed otherwise, an arrival window is not a guarantee of an exact arrival time.

5. PRICING

Initial Cleaning Price: \$

Recurring Price Per Visit: \$

Other Charges:

Pricing is based on the property size, condition, service frequency, requested scope, and other information provided by the Customer.

If the actual condition or scope differs materially from the information used to establish pricing, the Cleaning Company may propose revised pricing before completing additional work.

6. PAYMENT TERMS

Payment Due:

☐ Before Service

☐ At Completion

☐ Same Day

☐ Other:

Accepted Payment Methods:

☐ Credit / Debit Card

☐ ACH / Bank Transfer

☐ Cash

☐ Check

☐ Other:

The Customer agrees to pay all valid charges for services provided.

Returned / Failed Payment Fee: \$

Late Payment Terms:

Any fees or charges included here should comply with applicable law.

7. PAYMENT METHOD ON FILE

If the Cleaning Company requires a payment method on file, the Customer authorizes charges only as permitted under the Cleaning Company's payment authorization process and applicable payment-provider terms.

Payment card numbers or banking credentials should not be written directly into this general service agreement.

8. CANCELLATION & RESCHEDULING

The Customer agrees to provide at least:

hours' notice

to cancel or reschedule a service.

If sufficient notice is not provided, the following charge may apply:

Cancellation Fee: \$

or

Cancellation Fee: % of scheduled service

The Cleaning Company may waive fees at its discretion where appropriate.

Cancellation and rescheduling terms should comply with applicable law.

9. LOCKOUT / NO-ACCESS POLICY

The Customer is responsible for providing safe and timely access to the property.

If the cleaning team cannot enter the property because of:

- Incorrect access information
- Locked doors
- Missing keys
- Disabled access codes
- Unavailable concierge or property manager
- Unsecured animals
- Other customer-controlled access issues

the visit may be treated as a late cancellation or lockout.

Lockout Fee: \$

10. PROPERTY ACCESS

The Customer authorizes the following access method:

☐ Customer Present

☐ Key



- ☐ Lockbox
- ☐ Smart Lock
- ☐ Keypad
- ☐ Concierge / Front Desk
- ☐ Property Manager
- ☐ Other:

Access Instructions

The Cleaning Company agrees to handle keys, codes, and access information according to its security procedures.

11. ALARM SYSTEM

Alarm Present:

- ☐ No
- ☐ Yes

If yes, Customer agrees to provide accurate instructions required for authorized entry and exit.

Alarm Instructions

12. PETS

Pets Present:

- ☐ No
- ☐ Yes

Type / Number:

The Customer agrees to disclose relevant pet information and take reasonable steps to ensure pets do not create an unsafe condition for cleaning staff.

If an animal presents a safety concern, the Cleaning Company may stop or decline service in the affected area.

13. CUSTOMER RESPONSIBILITIES

The Customer agrees to:

- Provide safe access to the property

- Provide accurate property and service information
 - Secure valuables where appropriate
 - Identify fragile or specialty items
 - Identify surfaces requiring special care
 - Keep hazardous materials away from normal cleaning areas
 - Provide working electricity and water when reasonably required
 - Secure pets when necessary
 - Communicate restricted areas
 - Inform the Cleaning Company of known safety concerns
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14. CLUTTER & ACCESSIBILITY

Cleaning is most effective when surfaces and floors are reasonably accessible.

Excess clutter may prevent certain areas from being cleaned.

The Cleaning Company is not required to organize, move, or dispose of personal property unless organization or removal services are specifically included in the agreed scope.

15. MOVING FURNITURE & HEAVY ITEMS

Cleaning staff are not required to move heavy furniture, appliances, or other items unless specifically authorized and safely within company procedures.

Maximum lifting / moving policy:

Furniture or objects that cannot be safely moved may be cleaned around.

16. SPECIALTY & DELICATE SURFACES

The Customer agrees to identify known specialty surfaces or items requiring special care.

Examples may include:

- Natural stone
- Unsealed surfaces
- Antiques
- Artwork
- Specialty flooring
- Delicate fixtures
- Specialty appliances
- Fragile décor

If cleaning staff are uncertain whether a product or method is appropriate, the Cleaning Company may leave the area untreated until clarification is obtained.

17. DAMAGE & BREAKAGE

Cleaning staff are expected to exercise reasonable care while working in the Customer's property.

If damage occurs or is discovered, the Cleaning Company should be notified promptly.

The Customer agrees to report suspected cleaning-related damage within:

hours / days

after service.

The Cleaning Company may inspect the item or area before determining the appropriate response.

Nothing in this section is intended to waive rights or responsibilities that cannot legally be waived.

18. PRE-EXISTING DAMAGE

The Cleaning Company is not responsible for damage that existed before service or for deterioration caused by age, wear, improper installation, defective materials, or unstable conditions.

Cleaning may sometimes reveal previously hidden scratches, stains, discoloration, corrosion, loose fixtures, or other defects.

19. FRAGILE / VALUABLE ITEMS

Customers are encouraged to secure highly valuable, irreplaceable, or unusually fragile items before service.

The Customer should identify items that should not be touched or cleaned.

Restricted / Special Items:

20. SERVICE QUALITY

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

hours

of the completed service.

The Cleaning Company may offer an inspection, correction, or reclean according to its satisfaction policy.

Satisfaction Policy

This provision does not create obligations beyond those stated in the Cleaning Company's applicable policy or required by law.

21. RE-CLEAN REQUESTS

Where a reclean is offered, the Cleaning Company may require reasonable access to inspect or correct the reported issue.

Reclean requests should relate to tasks included in the original service scope.

Requests for additional services are not considered recleans.

22. PHOTOS

Cleaning Company Photo Policy:

- ☐ No Routine Photos
- ☐ Before / After Photos May Be Taken
- ☐ Damage / Issue Photos May Be Taken
- ☐ Customer Approval Required for Marketing Use

Operational photos may be used to document work, property conditions, damage, or service issues according to company policy and applicable privacy requirements.

Customer property photos should not be used publicly for marketing without appropriate permission.

23. SAFETY & HAZARDOUS CONDITIONS

The Cleaning Company may decline or stop work where conditions are unsafe.

Examples may include:

- Biohazards
- Bodily fluids
- Needles / sharps
- Hazardous chemicals
- Mold requiring remediation
- Pest infestation
- Structural hazards
- Unsafe electrical conditions
- Aggressive animals
- Unsafe heights
- Excessive heat or other unsafe working conditions

Specialized remediation is not included unless separately agreed and properly authorized.

24. CLEANING PRODUCTS & SUPPLIES

Cleaning Products Supplied By:

☐ Cleaning Company

☐ Customer

☐ Mixed

If the Customer requests use of customer-supplied products, the Cleaning Company may decline products it reasonably believes are unsafe, improperly labeled, incompatible with surfaces, or unsuitable for professional use.

25. UTILITIES

The Customer agrees to provide reasonable access to working water and electricity when required to perform the service.

If utilities are unavailable, the Cleaning Company may be unable to complete some or all of the scheduled work.

26. WEATHER & EMERGENCIES

The Cleaning Company may reschedule service because of severe weather, road conditions, emergencies, staffing disruptions, utility failures, or other circumstances that make service unsafe or impractical.

The Cleaning Company will make reasonable efforts to notify the Customer.

27. HOLIDAYS

Recurring services that fall on company holidays may be rescheduled according to availability.

Holiday Policy:

28. RECURRING SERVICE CHANGES

The Cleaning Company may periodically review recurring service pricing based on:

- Changes in labor cost
- Changes in property condition
- Changes in requested scope
- Service-frequency changes
- Significant inflation or operating-cost changes
- Other material changes affecting service delivery

Where required, customers will receive advance notice of pricing changes.

29. CUSTOMER CANCELLATION OF RECURRING SERVICE

Recurring service may be discontinued according to the following terms:

Required Notice:

Early Termination Fee, if any:

If no fixed contract term exists, either party may discontinue future service subject to applicable cancellation requirements and outstanding obligations.

30. CLEANING COMPANY RIGHT TO DECLINE OR TERMINATE SERVICE

The Cleaning Company may decline, suspend, or discontinue service for legitimate reasons including:

- Unsafe conditions
- Harassment or abusive conduct
- Repeated payment problems
- Repeated access problems
- Undisclosed hazards
- Requests outside the company's authorized scope
- Material violation of agreed service terms

Any termination should comply with applicable law and contractual obligations.

31. INDEPENDENT BUSINESS RELATIONSHIP

The Cleaning Company is an independent service provider and is responsible for managing its own personnel, scheduling, equipment, and service methods, subject to this Agreement and applicable law.

This section should be reviewed based on the actual business relationship and local law.

32. COMMUNICATION

The Customer authorizes service-related communications through:

- ☐ Phone
- ☐ SMS / Text
- ☐ Email
- ☐ Customer Portal
- ☐ Other:

Marketing communications should be handled separately where legally required.

33. CHANGES TO SERVICE

Changes to the ongoing scope, frequency, pricing, or material service terms should be documented in writing.

Electronic confirmation may be used where legally permitted.

34. ENTIRE AGREEMENT

This Agreement, together with any incorporated estimate, quote, service scope, checklist, pricing schedule, or written amendment, represents the parties' agreement concerning the cleaning services described here.

35. GOVERNING LAW / DISPUTE TERMS

Governing Jurisdiction:

Dispute Resolution Terms, if any:

This section should be completed only after appropriate legal review.

36. CUSTOMER ACCEPTANCE

By signing below, the Customer acknowledges that they have reviewed and agree to the service scope, pricing, policies, and terms contained in this Agreement.

Customer

Name:

Signature:

Date:

Cleaning Company

Representative:

Signature:

Date:

ATTACHMENTS / INCORPORATED DOCUMENTS

- ☐ Estimate / Quote
- ☐ Cleaning Scope / Checklist
- ☐ Price Schedule



- ☐ Cancellation Policy
- ☐ Satisfaction Policy
- ☐ Access Instructions
- ☐ Other:

IMPORTANT LEGAL REVIEW NOTICE

This agreement is a general starting template only.

It is not legal advice and should not be used without reviewing it for your business, service model, insurance coverage, and jurisdiction.

Consumer-service contracts, automatic renewals, cancellation fees, late fees, liability provisions, electronic signatures, recurring billing, dispute-resolution clauses, privacy practices, marketing communications, and other contract terms may be regulated.

Some rights or liabilities cannot legally be waived or limited.

Have a qualified attorney review your final agreement before using it with customers.

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