

TERMS OF SERVICE

OFFICE CLEANING



Acceptance of Terms

By booking and using our office cleaning services, the client agrees to be bound by these Terms and Conditions. If you do not agree, please do not proceed with the booking.

Booking & Confirmation

Office cleaning services are scheduled by email with the primary contact. All appointments are also subject to the terms agreed upon in your service contract. Booking via email does not automatically guarantee your selected date and time; you will be contacted to confirm the appointment and any special instructions.

About the Team

Most office cleaning jobs are handled by a solo cleaner. Additional staff may be assigned for larger offices. All team members pass background and drug checks. Professionalism and safety are mandatory.

Deposits & Payments

- For first-time office cleaning or first week of recurring service, a non-refundable 50% deposit is required to secure the appointment.
- Subsequent recurring appointments are billed according to the agreed cycle (weekly, biweekly, or monthly) and do not require additional deposits.
- Payments can be made via credit card through Stripe or bank transfer. Credit card processing fees may apply.
- Payment for recurring services is expected according to the agreed schedule. Late payments may result in service interruption or additional fees.



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Cancellations & Rescheduling

- Cancel at least 24 hours in advance: no penalty.
- Cancel last-minute (less than 24 hours) or if we cannot access the property within 15 minutes: \$50 fee applies.
- For recurring services, termination of the agreement requires at least 1-week notice.
- Rescheduling is allowed with proper notice, subject to availability.

Prep for Cleaning

Ensure workspaces, common areas, and desks are accessible. If additional prep is needed (moving boxes, clearing clutter), please inform us beforehand; extra fees may apply.

Parking

Provide convenient parking for our cleaners. Any parking fees will be billed to the client. Lack of parking may result in cancellation and applicable fees.

Fees & Adjustments

- Pricing is an estimate. Additional time or services will be confirmed before proceeding.
- If we cannot reach you, we may leave and apply the cancellation fee.
- Prices may change if office layout or service requirements change.

No Refunds

All sales are final. If you are dissatisfied, notify us within 24 hours. We will return once for a complimentary re-clean.

Rate Changes

Rates may increase up to 5% annually, or more if office conditions or service requirements change significantly.



contact@cleaniecrew.com



407-502-3368



@cleaniecrew



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Utilities & Access

Water and electricity must be active during cleaning. Air conditioning should be set to a comfortable temperature. If utilities are unavailable, the client will be charged for full time and travel.

Alarm Systems

Provide alarm codes or instructions. Lockouts due to alarms fall under the cancellation policy.

Cleaning Supplies & Equipment

We provide all necessary cleaning products and tools. Use of client-supplied products is at the client's risk.

Service Restrictions

We do not cover:

- Surfaces above step-stool reach
- Moving items heavier than 35 lbs
- Mold remediation, hoarding, or hazardous waste cleanup
- Bodily fluids or biohazard materials

Liability and Damages

- We are insured for accidental damages caused by our team.
- Regular wear and tear, improperly installed fixtures, or undisclosed fragile items are not covered.
- Damage claims must be reported within 24 hours with photos. Exact replacements cannot be guaranteed.



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Arrival Times

Appointment times will be scheduled according to the terms agreed upon in your service contract. Flexible scheduling, including after 6:00 PM or weekends, can be arranged upon discussion and mutual agreement.

Holidays

No services will be provided on:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day

Severe Weather

Appointments may be postponed due to hurricanes, floods, or other hazardous conditions. Safety of clients and team members is our priority.

Keys & Security

Use a lockbox if possible. Cleanie Crew is not responsible for keys left in unsecured locations or unlocked doors.

Service Refusal or Suspension

Service may be refused if:

- Conditions are unsafe
- Workplace is excessively cluttered or unsanitary
- Inappropriate conduct is observed



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Non-Solicitation

Clients may not hire Cleanie Crew employees directly or solicit them for outside projects.

Additional Fees

Travel outside standard service areas or after-hours requests may incur extra charges.

Governing Law

These Terms are governed by Florida law. Any disputes will be resolved in Florida courts.

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