

Lala's Luxury Cleaning-Residential Service Agreement

This Cleaning Services Agreement ("Agreement") is entered into by and between Lala's Luxury Cleaning ("Service Provider") and the undersigned client ("Client").

By scheduling services with Service Provider, Client agrees to be bound by the terms and conditions set forth herein.

1. SERVICES PROVIDED

Lala's Luxury Cleaning agrees to perform professional residential cleaning services as requested by Client. Services may include, but are not limited to, standard cleaning, deep cleaning, and specialty cleaning services as agreed upon prior to service.

Service frequency options include:

- One-time cleaning
- Weekly cleaning
- Bi-weekly cleaning
- Monthly cleaning

The specific scope of services shall be determined at the time of booking.

2. PAYMENT TERMS

Payment is **due immediately after each service visit**, unless otherwise agreed upon in writing with Lala's Luxury Cleaning prior to the scheduled service. Lala's Luxury Cleaning reserves the right to suspend or terminate services for non-payment.

Late Payment Fee

Any payment not made within **24 hours** of service completion may be subject to a late fee at Lala's Luxury Cleaning's discretion.

3. CANCELLATION POLICY: Client agrees to provide reasonable notice for cancellations or rescheduling. Failure to provide adequate notice may result in a cancellation fee. Repeated last-minute cancellations may result in termination of services.

4. SUPPLIES & EQUIPMENT

Lala's Luxury Cleaning shall supply all standard cleaning supplies and equipment.

If Client requests the use of specific cleaning products or supplies, Client is responsible for providing those items. Lala's Luxury Cleaning is not responsible for the effectiveness of Client-provided products.

5. EXTENDED SERVICE AREA FEE

A travel fee may be added to any booking located more than 20 miles from zip code 78212 to cover mileage and travel expenses.

6. PET POLICY

The Client agrees to let Lala's Luxury Cleaning know in advance if there are any pets on the property.

For everyone's safety, pets should be safely secured or kept under control during the scheduled cleaning. If a pet appears to pose a safety concern, Lala's Luxury Cleaning may need to pause or reschedule the service.

Lala's Luxury Cleaning is not responsible for any pets that may escape if they are not properly secured by the Client.

EXCESSIVE PET HAIR POLICY

Client acknowledges that homes with pets may have areas of **significant pet hair accumulation**. While Lala's Luxury Cleaning will make reasonable efforts to remove pet hair during scheduled cleaning, **excessive pet hair** may require additional time, labor, and specialized cleaning products.

If the amount of pet hair exceeds what can reasonably be cleaned within the scheduled service time, Lala's Luxury Cleaning reserves the right to:

1. **Notify the client prior to continuing** that additional cleaning is required due to excessive pet hair.
2. Charge an **additional fee** to cover the extra time, labor, cleaning products, and necessary disinfecting of Lala's Luxury Cleaning's equipment and materials.
3. Reschedule or adjust the service if conditions prevent completion within the originally scheduled time.

Client agrees to disclose the presence of pets and provide **safe, accessible, and clear areas** for cleaning. Lala's Luxury Cleaning is not responsible for damage, delays, or incomplete service caused by undisclosed pets or excessive pet hair.

Rationale for Additional Fee:

Excessive pet hair increases the amount of cleaning products, labor, and disinfecting required to ensure a safe, sanitary environment for both Client and Lala's Luxury Cleaning. Charging an additional fee allows Lala's Luxury Cleaning to maintain high-quality service standards and properly sanitize all tools and equipment used during cleaning.

7. ACCESS TO PROPERTY

Client is responsible for providing safe and timely access to the property at the scheduled service time. If Lala's Luxury Cleaning is unable to access the property, the visit may be charged as a completed service.

8. HARD WATER & PRE-EXISTING CONDITIONS

Client acknowledges that **hard water buildup**, soap scum, mineral deposits, and similar conditions—especially on glass showers—may require multiple treatments over time to improve.

Lala's Luxury Cleaning does not guarantee full removal of long-standing or untreated hard water buildup in a single visit.

9. DAMAGE & LIABILITY

Lala's Luxury Cleaning shall take reasonable care while performing services. Client agrees that Service Provider shall not be held liable for:

- Normal wear and tear
- Damage resulting from faulty, fragile, or improperly installed items
- Pre-existing damage

Any claim of damage must be reported within **24 hours** of service completion.

Lala's Luxury Cleaning's liability, if any, shall be limited to the cost of the cleaning service provided.

10. RECORDING & PHOTO POLICY

Lala's Luxury Cleaning may take before-and-after photos or videos of cleaned areas for quality control, documentation, or marketing purposes. No personal or identifying information will be intentionally captured or shared.

Client consents to such recording unless written notice is provided prior to service.

11. TERMINATION

Either party may terminate this Agreement at any time. Lala's Luxury Cleaning reserves the right to immediately terminate services for non-payment, unsafe conditions, or repeated policy violations.

12. ENTIRE AGREEMENT

This Agreement constitutes the entire understanding between the parties and supersedes all prior discussions or agreements. Any modifications must be made in writing and agreed upon by both parties.

13. INSURANCE

Lala's Luxury Cleaning maintains appropriate insurance coverage for the services provided. Proof of insurance can be made available upon request.

CLIENT ACKNOWLEDGMENT

By scheduling services, Client acknowledges that they have read, understood, and agree to all terms of this Agreement.

Client Name: _____

Client Address: _____

Date: _____

Signature: _____

Lala's Luxury Cleaning