**Green Arm Commercial Cleaning Service Agreement**

***Please note. All requested cleaning services must be made 24hrs ahead of requested cleaning no later than 12 noon the day before***

This contract is made between  **,** (hereafter known as the **Client**) and **Green Arm Commercial Cleaning** (hereafter known as the **Contractor** or **Green Arm**). The **Client** desires to have certain cleaning, housekeeping, and/or janitorial services, described below, and performed upon the **Client’s** premises located at  **.** Therefore, the parties hereby agree as follows:

**1. ACCESS TO PROPERTY BEING SERVICED**

Most Clients give us a key to their home, garage, or a code for the alarm but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or Clients name is used) and locked in a safe when not issued to the employee for cleaning services. Only the owner has access to the safe. Security is a major concern at **Green Arm Commercial Cleaning**. **Green Arm Commercial Cleaning WILL NOT** allow anyone on the premises while service is being performed without prior verbal or written consent of the **Client**. Our policy is to lock the door while we are cleaning and to not allow access to unknown people for the privacy and safety of our employees and the **Client**. **Green Arm Commercial Cleaning** will arrive on the day scheduled as requested and agreed upon; however, **Green Arm Commercial Cleaning** reserves the right to close our office at any time, due to inclement weather.

**2. PETS AND PLANTS**

Pets are not a problem but we do need to know if you have them. Also, if any pet is aggressive or unaccustomed to strangers, we ask that you secure them (separate room, garage, backyard etc.) while we are cleaning your home. **Green Arm** employees are instructed not to enter a house if they believe an animal is a threat. Please remember that pets may behave differently if a family member or owner is not present. Due to the individual care that plants require, **Green Arm Commercial Cleaning** is not responsible or able to maintain them.

**3. CHEMICALS AND SUPPLIES**

**Client** shall provide for **Contractor’s** use in performance of this contract the following equipment and supplies: **Broom/ Mop/ Dustpan/ Trash Bags/ Vacuum** (**Green Arm Commercial Cleaning** will provide Eco- Friendly cleaning agents) For any supply listed above that is required by the **Client** that is not furnished and **Green Arm** has to present there will be a fee added on to the current agreed upon bill.

**4.** **SERVICES**

Some requested services to be performed by the **Contractor** include vacuuming of carpets and rugs; dusting and polishing of furniture and decorations; cleaning of bare floors, kitchen appliances, bath tub and/or shower stall, toilet, sinks, and water fixtures; and removal of trash from interior trash containers to outdoor dumpster or other disposal container located on **Client’s** premises. ***All services that the Client would like to be performed or that Green Arm preforms in a regular cleaning will be attached on page separate page of this service agreement.***

**5. GREEN ARM TEAM**

**All personnel furnished by** **Green Arm Commercial Cleaning will be contracted by** **Green Arm Commercial Cleaning.** **Green Arm Commercial Cleaning** will be considered, for all purposes, an independent contractor, and it will not, directly or indirectly, act as an agent, servant or employee of the **Client**, or make any commitments or incur any liabilities on behalf of the Client without its express written consent. Every Green Arm Team Member undergoes an extensive background check before they become part of the team. This ensures every **Client** receives a worry free green cleaning. It shall be understood and agreed that during the term of this agreement and for 180 days after it expires, the **Client** will not, directly or indirectly, hire any person employed by **Green Arm Commercial Cleaning.**

**6. GREEN ARM GUARANTEE**

If for some reason something does not meet your approval, please inform our office within 24 hours during business hours and we will make arrangements to have the problem corrected. We guarantee to have your concerns addressed within 24 hours. All calls and appointments will be scheduled **during** **business hours only which are Monday- Friday 9am to 5pm**. If the office is closed after business hours or on weekends, we encourage you to leave a message or send us an email at GreenArmCommercialCleaning@gmail.com . **Green Arm** will only guarantee work completed by us and paid for by the **Client.**

**7. PAYMENT**

**Client** shall pay **Green Arm Commercial Cleaning** as soon as services are rendered on the same day services are complete. Service is charged at the hourly rate or flat rate dependent upon service agreement between **Contractor** and **Client**. **Green Arm** does not refund money, or return checks. **Green Arms** policy is if you, the **Client**, are not satisfied with a provided service, we require the **Client** to notify us within 24 hours to discuss the particular cause of dissatisfaction. **Green Arm** will handle the issue to insure it is rectified to your complete satisfaction. Payment in the amount of $\_\_\_\_\_\_\_\_\_\_\_ shall be made to **Green Arm Commercial Cleaning**. Payment for cleaning is due on the day of each scheduled service, before cleaning can begin/after cleaning is completed. Acceptable methods of payment are cash, check, or credit card. If the payment is not cleared, a return check fee of $25(based on the returned check fee of California) will be assed to the client also full payment of services rendered immediately.

**8. GRATUITY**

Although a gratuity is not expected or required, **Green Arm** welcomes it. You may leave a cash gratuity for the team (preferred method) or add the gratuity to your payment by specifying the amount on the check. Gratuities can also be accepted on credit card payments. Please contact us by email or phone to specify the amount and to the team member that performed services that day.

**9. LATE CANCELLATIONS/ LOCKOUT FEES**

We understand schedules change. We ask that you contact us no later than noon the day before your scheduled cleaning to cancel or reschedule. Cancellations later than noon the day before are subject to a $25.00 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key. Notice may be given via phone or email. Should **Client** fail to give notice on more than one occasion, **Client** must pay 30% of the fee for the canceled cleaning.

**10. REFERRALS**

**Clients** will receive a $25 discount on their next cleaning service that is greater than $100 for referring each new client to **Green Arm**. This discount becomes effective after the referred client’s first cleaning and subsequent payment. Please email us the new client's name and address and we will ensure this credit reflects on your future invoice.

**11. BREAKABLE OR POORLY SECURED ITEMS**

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques etc. **Green Arm** is not responsible for poorly affixed items. If the **Client** would like an area cleaned with breakable or expensive items such as knick knacks, we ask that the **Client** remove them prior/during to cleaning. **Green Arm** is not responsible for these items if you choose to have them cleaned.

Either party may terminate this agreement with a written 24hr (via-email) or verbally (via phone) notice to the other party. Any payment for services rendered owed by **Client** shall be due and payable upon completion of services offered that day. Contractor shall begin performing services on  **/ /** and ending  **/ /**  or the days, dates, or hours agreed upon. Thereafter, services shall be performed on a schedule to which the parties agree.

In witness to their agreement to these terms, the **Client** and **Contractor** affix their signatures below:

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ***Green Arm Commercial Cleaning***

**Client’s printed name** **Contractor’s business name**

**Green Arm Commercial Cleaning Check List**

*Please note. All rooms will be dusted, sanitized, swept/ vacuumed, damped mopped and have trash taken out unless instructed otherwise by the Client. All rooms are cleaned in an orderly manner to insure nothing is missed. This is a list of the task and rooms that will be done unless otherwise advised by the Client*

**KITCHEN**

* Dust: Run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans **(If they are safely in reach)** lampshades, around pictures on walls, windowsills, and any other place that there may be spider webs and dust
* Clean outside of refrigerator, including handles, ice/water dispenser, top **(If it can be reached safely)**  Wipe down all small appliances – toaster, blender, coffee maker, etc
* Clean and disinfect all countertops and surfaces
* Clean the stove top and burners
* Clean outside of the microwave oven
* Clean and disinfect front of dishwasher
* Clean light switches if visibly soiled
* Empty wastebasket and replace liner
* Clean and mop/vacuum the floor

**BATHROOMS**

* Dust: Run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, **(If they are safely in reach)** lamp shades, counters and cabinets, around pictures on walls, windowsills, and any other place that there may be spider webs and dust
* Clean toilet
* Clean mirrors
* Clean and disinfect sinks and sink fixtures
* Clean tub/shower
* Clean and mop/vacuum the floor
* Spot clean doors and cabinet doors with special attention around the doorknobs
* Clean light switches if visibly soiled
* Clean and disinfect mop/vacuum the floor
* Empty wastebasket and replace liner

**BEDROOMS**

* Dust: Run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans **(If they are safely in reach)** cabinets, around pictures on walls, windowsills, lampshades, radiators, and any other place that there may be spider webs and dust
* Clean mirrors
* Clean light switches if visibly soiled
* Clean and mop/vacuum the floor
* Empty wastebasket and replace liner

**STAIRWAYS**

* Dust: Run a duster around all edges of the ceiling and down all corners of the stairway, all the light fixtures, ceiling fans, **(If they are safely in reach)** around pictures on walls, windowsills, lampshades, radiators, and any other place that there may be spider webs and dust
* Vacuum steps, using broom or crevice tool along all edges and corners  Polish handrail

**LIVING ROOMS/ DINING ROOMS / STUDY / OTHER**

*Please note. Green Arm Team Members* ***Do Not*** *move furniture or stand on ladders, chairs etc. to clean. It is an unsafe practice and a liability. We ask the Client to please have those things moved prior to or during the cleaning.*

* Dust: Run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, **(If they are safely in reach)** and cabinets, around pictures on walls, windowsills, lampshades, radiators, and any other place that there may be spider webs and dust
* Vacuum floor and rugs or mop floors and shake out rug. Vacuum underneath edges of furniture as well as vacuum will reach
* Dust TV and audio equipment **(Dust only)**
* Straighten magazines, books, other items on end tables and coffee tables
* Spot dust dried floral arrangements (If **requested**)

***(Please note. TV screens may need special cleaning instruction Green Arm dose not clean tv screens, computer screens or such electronics)***

**LAUNDRY AND UTILITY ROOMS**

* Dust: Run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, **(If they are safely in reach)** around pictures on walls, lampshades, window sills, and any other place that there may be spider webs and dust

**MONTHLY /QUARTERLY or YEARLY JOBS**

**Note: These are examples of Special Jobs. These jobs are priced separately. Please contact Green Arm Commercial Cleaning with any questions you may have.**

* Wax floors
* Shampoo carpets
* Wash windows inside and outside
* Clean leather chairs/couches
* Polish silverware
* Empty pantry, clean shelves, organize pantry items on shelves
* Shampoo carpets
* Take drapery down and vacuum drapes / clean window frames
* Turn mattresses
* Clean walls and floor of outdoor entryway /porch/ deck
* Wash down baseboards/walls/ detail clean corners of rooms
* Remove all cushions from couches and chairs and thoroughly vacuum
* cracks and crevices of furniture before replacing
* Shampoo all upholstery
* Clean the inside of the oven
* Clean the inside and outside of the microwave oven
* Rinse, wipe out, and disinfect the inside of the trash container
* Clean inside/straighten cabinets and pantry

*Please note. You may have prized items, such as collector plates or certain knick-knacks that you will give special instructions for or simply ask the housekeeper not to clean. There is a space below to add any additional instruction*

Please list any additional task you would like performed below. Services performed for this service agreement will also be listed below.

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