



GESSICA CLEANING SERVICES

# Client *Service* Agreement

PROFESSIONAL · RELIABLE · SPOTLESS

CONTRACT DATE

VALID THROUGH

## I PARTIES TO THE AGREEMENT

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This Client Service Agreement is entered into between the following parties:

SERVICE PROVIDER	CLIENT
COMPANY NAME <b>Gessica Cleaning Services</b> _____	FULL NAME _____
ADDRESS _____	ADDRESS _____
PHONE _____	PHONE _____
EMAIL _____	EMAIL _____

## 2 SCOPE OF SERVICES

Gessica Cleaning Services agrees to provide the following professional cleaning services as selected below:

SELECT	SERVICE TYPE	FREQUENCY	RATE (\$)
<input type="checkbox"/>	<b>Residential Cleaning</b> General home cleaning: dusting, vacuuming, mopping, kitchen & bathrooms	<u>Weekly / B</u>	<u>\$000</u>
<input type="checkbox"/>	<b>Commercial Cleaning</b> Office and commercial spaces, common areas, restrooms, and workspaces	<u>Weekly / W</u>	<u>\$000</u>
<input type="checkbox"/>	<b>Post-Construction Cleaning</b> Debris removal, dust, paint residue, and thorough surface cleaning	<u>One-time</u>	<u>\$000</u>
<input type="checkbox"/>	<b>Deep Cleaning / Move-In/Out</b> Top-to-bottom cleaning for move-in, move-out, or seasonal deep cleans	<u>One-time</u>	<u>\$000</u>
	<b>TOTAL</b>		<u>\$000</u>

*All prices listed are starting rates. Final pricing may vary based on home size, condition, level of buildup, and any additional services requested.*

### 3 SERVICE SCHEDULE

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SERVICE ADDRESS	
SCHEDULED DAY(S)	
SCHEDULED TIME	
START DATE	
SERVICE DURATION	

### 4 PAYMENT TERMS

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- Payment is due on the day of service completion unless otherwise agreed in writing.
- Accepted payment methods: Cash, Zelle, Cash App, or other agreed methods.
- A late payment fee of \$50 per day may be applied to overdue balances.
- A deposit of 30% may be required for first-time clients or large projects.

### 5 CANCELLATION & RESCHEDULING POLICY

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- **24+ hours notice:** No charge.
- **24 hours notice:** 25% of the scheduled service fee.
- **Less than 24 hours notice:** 50% of the scheduled service fee.
- **No-show / lockout:** 75% of the scheduled service fee.
- Gessica Cleaning Services may reschedule due to staff illness, weather, or emergencies with reasonable notice at no penalty to either party.

## 6 CLIENT RESPONSIBILITIES

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- Provide safe and reasonable access to the premises at the scheduled time.
- Secure or remove valuables, fragile items, and personal belongings before each visit.
- Inform Gessica Cleaning Services of any special instructions, allergies, or sensitivities to cleaning products.
- Ensure the property is accessible and free of hazards.
- Provide a safe and respectful environment for cleaning staff.
- Notify Gessica Cleaning Services of any areas that are off-limits or require special attention.
- **Pet Fee:** A \$50 pet fee will be added to the service total for clients who have pets in the home. Pets must be secured or kept away from cleaning areas during service.

## 7 SERVICE PROVIDER RESPONSIBILITIES

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- Provide professional, courteous, and reliable cleaning services.
- Use appropriate, high-quality, and safe cleaning products and equipment.
- Maintain confidentiality and respect the privacy of the Client at all times.
- Ensure all staff are properly trained, vetted, and professional.
- Report any damage or breakage noticed during service promptly to the Client.
- Carry appropriate liability insurance to cover accidental damage during service.

## 8 LIABILITY & DAMAGE POLICY

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- Damage must be reported to Gessica Cleaning Services within 24 hours of service completion.
- All reported damage claims will be investigated and responded to within 5 business days.
- Gessica Cleaning Services is not responsible for damage to improperly assembled furniture, pre-existing damage, or undisclosed items of extraordinary value.
- Claims beyond a minor threshold will be directed through the liability insurer.
- Maximum liability is limited to the cost of the service rendered, unless otherwise required by law.

## 9 CONFIDENTIALITY

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Gessica Cleaning Services and its employees agree to maintain strict confidentiality regarding the Client's home, business, personal information, and any observations made during service visits. This includes not discussing the Client's property, routines, or personal matters with any third party.

## I0 TERMINATION OF AGREEMENT

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Either party may terminate this Agreement with 7 days' written notice. Gessica Cleaning Services reserves the right to terminate immediately in cases of:

- Non-payment of outstanding invoices.
- Hostile, abusive, or unsafe conditions for cleaning staff.
- Repeated cancellations or access issues.

Upon termination, all outstanding balances become immediately due and payable.

**No-Communication Ban:** Any client who fails to communicate — via text or phone call — on the scheduled day of service will be subject to a **6-month communication ban**. During this period, Gessica Cleaning Services reserves the right to refuse all contact, service requests, and bookings from that client. This ban begins on the date of the missed communication and lifts automatically after 6 months, at which point the client may request to resume services at the sole discretion of Gessica Cleaning Services. Additionally, a **75% fee of the scheduled service total** will be required upfront in order to reschedule any future appointment.

## II GOVERNING LAW

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This Agreement shall be governed by the laws of the applicable state or jurisdiction. Any disputes shall be resolved through good-faith negotiation, and if necessary, through mediation or binding arbitration before resorting to litigation.

## I2 ENTIRE AGREEMENT

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This Agreement constitutes the entire understanding between the parties and supersedes all prior discussions or agreements, whether oral or written. Any modifications must be made in writing and signed by both parties.

# Signatures

By signing below, both parties acknowledge they have read, understood, and agree to all terms set forth in this Agreement.

SERVICE PROVIDER — GESSICA CLEANING SERVICES

CLIENT

AUTHORIZED SIGNATURE

CLIENT SIGNATURE

Sign here

Sign here

PRINTED NAME & TITLE

PRINTED NAME

Name and title

Full name

DATE

DATE

ADDITIONAL NOTES / SPECIAL INSTRUCTIONS

Add any special instructions, agreements, or notes here...

*Gessica Cleaning Services*

Professional · Reliable · Spotless