Residential Cleaning Service Agreement

GENERAL EXAMPLE · COMPLETE ALL BRACKETED FIELDS

> These templates are general examples, not legal advice. Laws vary by state. Have a local attorney review your contract before using it.

Residential use: complete per-visit or hourly pricing, access arrangements, pet instructions, valuables and sensitive surfaces. Attach the room-by-room scope.

1. Parties

This agreement is between [Business Name], at [Business Address], phone [Business Phone], email [Business Email], and [Client Name], at [Client Billing Address], phone [Client Phone], email [Client Email]. The parties agree to the services and terms completed below.

2. Service location

Services will be performed at [Service Address]. Additional locations, if any: [Additional Service Addresses]. The client confirms that they are authorized to arrange cleaning at these locations.

3. Scope of work

Included tasks and areas: [Scope of Work]. The attached [Checklist / Scope Attachment] forms part of this agreement. Excluded services: [Exclusions]. Add-ons require agreement on the work and price before service: [Add-ons and Rates].

4. Schedule and frequency

Start date: [Start Date]. Frequency: [Frequency]. Service days and arrival windows: [Days and Time Windows]. Holiday arrangements: [Holiday Policy]. Changes to the schedule will be agreed in writing.

Residential pets, occupants and access instructions: [Pet / Occupant / Access Arrangements]. Valuables and fragile items to avoid: [Instructions].

5. Pricing

Price: [Price] per [Visit / Hour / Month]. Estimated hours or visits: [Quantity]. Approved add-on rates: [Add-on Prices]. Applicable taxes and separately billed supplies: [Tax / Supply Terms]. Additional work requires the client's approval before it is charged.

6. Payment terms

Invoices are issued [Invoice Timing]. Payment is due [Payment Due Date / Terms]. Accepted methods: [Card / Zelle / Check / Cash]. Payment instructions: [Instructions]. Any agreed late fee is [Late Fee and Grace Period], only to the extent permitted by applicable law.

7. Cancellations and lockouts

The client should provide [Cancellation Notice] to cancel or reschedule using [Contact Method]. Any agreed cancellation charge is [Cancellation Fee]. If safe access is unavailable, the business will contact [Client Contact]; any agreed lockout charge is [Lockout Fee]. Exceptions and business-initiated changes: [Exceptions / Rescheduling Policy]. Fees apply only as permitted by law.

8. Access and keys

Access arrangements: [Entry / Key / Alarm Arrangements]. Access credentials will be shared only with authorized personnel and handled using [Secure Storage and Handling Procedure]. Key return and code changes on termination: [Return Procedure]. Do not include actual alarm or door codes in this general agreement.

9. Supplies and equipment

Supplies and equipment are provided by [Business / Client]. Requested products, allergies, sensitive surfaces, and restrictions: [Product Requirements]. Any supply charge is [Supply Charge]. The client will identify special care requirements before cleaning.

10. Damage and liability

The parties will document known pre-existing damage and normal wear: [Existing Conditions]. Report suspected service-related damage promptly to [Contact] within [Requested Reporting Window], without limiting rights required by law. The business will review the report and cooperate with any applicable insurer. Responsibility for damage, any exclusions, and any liability limit must be reviewed locally: [Attorney-Reviewed Liability Terms]. No term excludes liability that cannot legally be excluded.

11. Insurance

Current insurance and any bonding: [Actual Coverage / Insurer / Policy Details, or Not Applicable]. Certificate requirements and delivery: [Certificate Requirements]. The business must confirm its actual coverage before signing; this placeholder is not a representation that coverage exists.

12. Satisfaction guarantee

Report missed tasks or service concerns using [Contact Method] within [Reporting Window]. The agreed review and remedy process is [Inspection / Re-clean / Other Remedy and Timing]. Any guarantee is limited to the terms actually completed here and does not restrict mandatory consumer rights.

13. Non-solicitation

Optional clause: [Attorney-Reviewed Non-solicitation Terms / Not Applicable]. Any proposed restriction, duration, scope, and remedy must be lawful and reviewed by a local attorney before use. If no lawful clause is agreed, mark this section Not Applicable.

14. Term and termination

Term: [Ongoing / Fixed Start and End Dates]. Renewal arrangements: [Renewal Terms / No Automatic Renewal]. Either party may end the agreement with [Notice Period] written notice to [Notice Contacts], subject to applicable law. Unpaid completed services, return of keys, and final invoice arrangements: [Closeout Terms]. Material breach and any opportunity to remedy: [Breach Procedure].

15. Price changes

Proposed price changes require [Advance Written Notice] and [Client Acceptance / Other Lawful Agreed Process]. Effective date and any right to terminate before a change: [Price Change Terms]. Scope changes must be agreed before additional work.

16. Signatures

By signing, both parties confirm that all bracketed terms have been completed or marked Not Applicable, that they have reviewed the attachments, and that they agree to the completed terms. Business representative: [Name / Title]. Client or authorized representative: [Name / Title].

Business signature: _____ Date: _____

Client signature: _____ Date: _____

Attachments: [Cleaning Checklist / Site Schedule / Other Agreed Attachments]