

Mel's Helpful Hand Cleaning Co.



New Client Booking Agreement

Thank you for choosing **Mel's Helpful Hand Cleaning Co.** This agreement outlines the policies and expectations for new clients so that we can provide reliable, professional, and efficient cleaning services.

1. Booking Deposit

A **\$50 nonrefundable booking deposit** is required from all new clients at the time of booking.

The \$50 deposit is **applied toward the total cost of the scheduled cleaning**. The deposit reserves your appointment time exclusively for you.

The deposit is nonrefundable if the client cancels or reschedules outside of the terms outlined in this agreement.

2. Cancellation & Rescheduling

At least **48 hours' notice** is requested for any cancellation or rescheduling.

- Cancellations or rescheduling requests made **48 hours or more before the appointment** may be rescheduled without losing the deposit.
- Cancellations made with **less than 48 hours' notice** will result in forfeiture of the \$50 deposit.
- **Same-day cancellations and no-shows** will result in forfeiture of the \$50 deposit.
- Repeated cancellations or rescheduling may require additional payment or a deposit before future appointments are scheduled.
- Emergencies will be considered on a **case-by-case basis** at the discretion of Mel's Helpful Hand Cleaning Co.

3. Access to the Home

The client is responsible for providing safe and reliable access to the home at the scheduled appointment time.

If the cleaner is unable to enter the home because the client is unavailable, a key/code does not work, or another access issue prevents the cleaning from taking place, the appointment may be considered a cancellation/no-show and the \$50 deposit will be forfeited.

4. Cleaning Estimates & Pricing

Cleaning prices are based on the information provided by the client regarding the home's size, condition, number of rooms, and requested services.

The final price may be adjusted if the condition of the home is significantly different from what was described or if additional services are requested.

Any significant price adjustment will be discussed with the client before additional work is performed whenever possible.

5. Additional Services

Services outside of the agreed-upon cleaning may result in an additional charge.

Examples may include, but are not limited to:

- Interior oven cleaning
- Interior refrigerator cleaning
- Interior cabinets
- Interior windows
- Excessive buildup
- Heavy pet hair
- Excessive clutter
- Other specialty or add-on services

Additional services must be approved by the client before they are completed.

6. Condition of the Home

Mel's Helpful Hand Cleaning Co. will make reasonable efforts to clean the home according to the agreed-upon services.

However, some stains, damage, discoloration, odors, hard-water buildup, mold, mildew, permanent marks, or other conditions may not be completely removable through standard cleaning methods.

The cleaner will not use methods or chemicals that could reasonably damage surfaces or materials.

7. Clutter & Personal Belongings

For the best possible cleaning, clients are asked to pick up personal belongings, clothing, toys, dishes, and other items before the scheduled appointment.

The cleaner is not responsible for organizing personal belongings unless an organization service has specifically been requested and agreed upon.

Items may be moved temporarily in order to clean surfaces but will generally be returned to their original location when practical.

8. Pets

Clients must inform Mel's Helpful Hand Cleaning Co. about pets in the home.

Pets must be safely secured if they are aggressive, fearful, or likely to interfere with the cleaning process.

The cleaner reserves the right to stop or modify cleaning services if an animal creates an unsafe working environment.

9. Unsafe or Unsanitary Conditions

For the safety of the cleaner, cleaning services may be refused, stopped, or modified if the home contains hazardous or unsafe conditions.

This may include excessive animal waste, human waste, infestations, dangerous materials, needles, excessive mold, biohazards, or other conditions requiring specialized cleaning.

If services cannot reasonably be completed due to unsafe conditions, the client may still be responsible for the scheduled appointment/deposit.

10. Payment

The remaining balance is due **upon completion of the cleaning**, unless another payment arrangement has been agreed upon in advance.

Invoices that remain unpaid may be subject to additional fees or collection efforts.

Clients experiencing difficulty making a payment are encouraged to contact Mel's Helpful Hand Cleaning Co. as soon as possible to discuss possible arrangements.

11. Satisfaction & Concerns

Client satisfaction is important to Mel's Helpful Hand Cleaning Co.

If you have a concern regarding your cleaning, please contact us within **24 hours of the completed service** so that we can discuss the concern and determine the appropriate resolution.

12. Photos & Marketing

Mel's Helpful Hand Cleaning Co. will not photograph or share identifiable personal belongings, family members, or private information without permission.

Before-and-after photos may occasionally be requested for marketing purposes. **Client permission will be obtained before any photos of the client's home are used publicly.**

13. Right to Refuse or Discontinue Service

Mel's Helpful Hand Cleaning Co. reserves the right to refuse or discontinue service when necessary, including in situations involving unsafe working conditions, repeated cancellations, nonpayment, inappropriate behavior, or other circumstances that make continuing the client relationship unreasonable.

14. Client Acknowledgment

By signing below, I acknowledge that I have read and understand the terms of this New Client Booking Agreement. I agree to the cancellation, deposit, payment, access, and service policies outlined above.

I understand that my **\$50 booking deposit is nonrefundable** and is applied toward my scheduled cleaning.

Client Name: _____

Client Signature: _____

Date: _____

Scheduled Cleaning Date: _____

Estimated Cleaning Price: \$ _____

\$50 Booking Deposit Paid: Yes / No

Preferred Payment Method: _____

Mel's Helpful Hand Cleaning Co.

Cleaner/Owner: Melissa Fisher

Owner Signature: _____

Thank you for trusting Mel's Helpful Hand Cleaning Co. with your home!