TIDY SPACE CLEANING SERVICES LLC

TERMS & CONDITIONS

1. Introduction and Definitions

These Terms & Conditions (the "Agreement") govern cleaning services provided by Tidy Space Cleaning Services LLC ("Company") to the person or organization booking services ("Client"). The written quote, accepted service description, and any signed service agreement form part of this Agreement. If a separately signed commercial agreement conflicts with these general terms, the signed agreement controls for that service.

2. Scope of Services

The Company provides residential, commercial, property management, move-in/move-out, deep, post-construction, and other approved cleaning services only as described in the accepted quote or written scope. Services, frequencies, and priorities must be agreed upon before work begins. Tasks not included in the accepted scope are not automatically included.

3. Scheduling and Access Requirements

The Client must provide safe, timely access to the premises, including necessary keys, entry codes, parking instructions, and access permissions. The Company may reasonably adjust arrival times because of weather, traffic, or delays and will notify the Client when practical. If access is unavailable at the scheduled time, the lockout policy in Section 5 applies.

4. Fees, Billing, and Payment Terms

Prices and payment terms will be stated in the accepted quote or service agreement. Unless otherwise agreed in writing, payment is due upon completion of service. Commercial accounts may be approved for separately documented invoicing terms, such as Net 15 or Net 30. Accepted payment methods may include card, ACH, or other methods approved by the Company. Any processing charges or other fees must be disclosed before acceptance and applied only where lawful.

5. Cancellations, Rescheduling, and Lockout Fees

For routine residential appointments, the Client should provide at least 24 hours' notice to cancel or reschedule. For deep cleaning, move-in/move-out, post-construction, and specialty services, at least 48 hours' notice is requested. A late cancellation or lockout may result in a fee of up to 50% of the scheduled service price only if the applicable fee was disclosed and accepted at booking. Only one cancellation or lockout fee will be assessed for the same missed appointment. The Company may waive fees for emergencies or circumstances beyond the Client's reasonable control. Different terms for commercial contracts must be separately agreed in writing.

6. Client Obligations and Property Conditions

The Client must provide working water and electricity, reasonable access, and a safe work environment; secure pets; and disclose known hazards, delicate surfaces, valuable or fragile items, and pre-existing damage. The Client should remove or identify items that cannot be moved or cleaned. The Company may decline or suspend work when conditions are unsafe or materially different from those disclosed.

7. Limitations of Service and Exclusions

Unless specifically agreed and legally authorized, services exclude mold remediation, pest treatment, biohazard remediation, bodily fluids, needles, regulated or hazardous waste, and work requiring specialized licensing or training. The Company does not move heavy furniture or access unsafe or inaccessible areas. Hoarder and property cleanouts are limited to nonhazardous items and approved tasks; suspected hazards may require stopping work and referral to a qualified specialist. No result is guaranteed for permanent staining, damage, or deterioration.

8. Supplies, Equipment, and Safety Standards

The Company generally supplies standard cleaning products and equipment unless otherwise agreed. If the Client requests use of Client-provided products or equipment, the Company may decline items it considers unsafe, unsuitable, or incompatible with the surface or task. The Company follows reasonable safety practices and may refuse or discontinue unsafe work.

9. Liability, Insurance, and Damage Reporting

The Company will exercise reasonable care while performing services. The Company is not responsible for pre-existing damage, ordinary wear and tear, or conditions outside its reasonable control, but nothing in this Agreement excludes liability that cannot legally be excluded, including liability for the Company's own negligence where applicable. The Client should report suspected service-related damage promptly, preferably within 48 hours, with available photographs and details, and allow a reasonable opportunity to inspect. Any insurance, bonding, or licensing representations made by the Company must reflect its actual current status. Each party remains responsible for its own acts and omissions as provided by applicable law.

10. Satisfaction and Service Corrections

The Company strives to provide dependable professional cleaning. Clients are encouraged to report concerns about agreed-upon cleaning tasks within 24 hours after service. The Company will review the concern and, when appropriate, offer a reasonable correction of an included task at no additional charge, subject to reasonable access. Corrections do not include newly requested work or conditions arising after service. This policy does not restrict any nonwaivable legal rights or remedies.

11. Termination of Services

For routine recurring residential services, the Client may end future appointments by giving at least 48 hours' notice before the next scheduled visit; any properly disclosed late-cancellation fee may still apply. Either party may terminate one-time or ongoing services by written notice, subject to amounts owed for completed work and any separately agreed commitments. Commercial service contracts may specify a different notice period, including 30 days, when expressly agreed in writing. The Company may suspend or terminate services immediately for unsafe conditions, harassment, nonpayment, or material breach.

12. Amendments to Terms

The Company may revise these terms for future services by providing notice. Revised terms apply only to bookings or renewals accepted after the effective date, unless the Client expressly agrees otherwise. Changes do not retroactively alter an already accepted quote or signed agreement.

13. Governing Law (Oregon)

This Agreement is governed by the laws of the State of Oregon, subject to applicable consumer protection laws and mandatory venue requirements. Disputes may be brought in a court of competent jurisdiction as permitted by law.

14. Acceptance of Terms

Before booking, the Client will be given access to these terms and asked to affirmatively accept them through a signed agreement, electronic checkbox, or other documented affirmative consent. The Company should retain a record of the accepted version and date.

15. Collections, Late Fees, and Enforcement

Invoices not paid by their stated due date may be considered past due. The Company may send reminders, suspend future services, and pursue lawful collection options. Any late charge, returned-payment fee, or administrative fee must be specifically disclosed in advance and comply with applicable law. Reasonable collection costs and attorney's fees are recoverable only when authorized by an enforceable agreement or applicable law. No fee will be imposed solely because this section mentions it.

16. Estimates, Changes in Scope, and Pricing Adjustments

Estimates rely on information provided about size, condition, service frequency, and anticipated work. If the property requires substantially more time, supplies, or services than agreed, the Company will explain the difference and obtain the Client's approval of any additional charges before performing the additional work. If approval is declined, the Company may complete only the agreed scope where feasible or reschedule or decline the remaining work. Changes to recurring prices or frequency will be communicated before they take effect.

17. Photography, Privacy, and Client Information

The Company may take limited photographs needed to document existing conditions, work performed, or damage, using reasonable care to protect personal information. Photos identifying the Client or property will not be used for marketing without separate, affirmative permission. Client contact information will be used for scheduling, service delivery, billing, and related business communications, subject to applicable privacy law.

18. Specialty Services and Separate Agreements

Hoarder cleanouts, post-construction cleaning, and unusually complex property work may require a separate written scope, site assessment, safety requirements, and pricing. Commercial and medical-office work may require additional written terms addressing access, site-specific safety procedures, scheduling, and permitted cleaning tasks. The Company does not represent that routine cleaning constitutes regulated medical disinfection or hazardous-material remediation.