

Tidy Space Cleaning Services

Terms & Conditions

1. Introduction and Definitions

This Terms of Service Agreement ("Agreement") is entered into by and between Tidy Space Cleaning Services ("Company") and the client ("Client") for the provision of cleaning services. By engaging the Company's services, the Client agrees to be bound by the terms and conditions set forth herein.

2. Scope of Services

The Company agrees to provide residential, commercial, and property management cleaning services as specified in the service agreement or as otherwise agreed in writing. Services may include standard cleaning, deep cleaning, move-in/move-out cleaning, and specialized cleaning as requested and approved.

3. Scheduling and Access Requirements

The Client shall provide the Company with access to the premises at the scheduled time. Failure to provide access may result in a lockout fee equal to half the service price. The Company reserves the right to adjust appointment times due to unforeseen circumstances including, but not limited to, traffic, weather, or extended service durations at prior appointments.

4. Fees, Billing, and Payment Terms

All fees for services shall be agreed upon in advance. Payment is due upon completion of services unless otherwise arranged. Accepted payment methods include credit/debit card, ACH, or other approved methods. Late payments may incur additional fees.

5. Cancellations, Rescheduling, and Lockout Fees

Cancellations or rescheduling requests must be made at least forty-eight (48) hours in advance. Failure to do so may result in a cancellation fee equal to the half the service amount. Repeated cancellations may result in termination of services. Lockout fees may apply if the Company is unable to access the premises at the scheduled time.

6. Client Obligations and Property Conditions

The Client agrees to provide a safe and accessible environment for the Company's personnel. This includes, but is not limited to, securing pets, providing access to utilities, and removing excessive clutter. The Client shall inform the Company of any fragile, valuable, or damaged items prior to service.

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7. Limitations of Service and Exclusions

The Company does not provide services involving hazardous materials, pest infestations, mold remediation, or tasks requiring specialized training or licensing. The Company does not move heavy furniture or clean areas that are inaccessible or unsafe.

8. Supplies, Equipment, and Safety Standards

The Company shall provide all standard cleaning supplies and equipment unless otherwise agreed. The Company adheres to industry-standard safety protocols and reserves the right to refuse service in unsafe or unsanitary conditions.

9. Liability, Insurance, and Indemnification

The Company is licensed, insured, and bonded. The Company shall not be liable for pre-existing damages, normal wear and tear, or items not properly secured. The Client agrees to indemnify and hold harmless the Company from any claims, damages, or liabilities arising from the Client's breach of this Agreement.

10. Satisfaction Guarantee and Service Corrections

The Company offers a satisfaction guarantee. If the Client is dissatisfied with the service, the Company must be notified within twenty-four (24) hours. The Company will re-perform the service in question at no additional cost. Refunds are not provided for completed services.

11. Termination of Services

Either party may terminate this Agreement with written notice. For recurring or ongoing cleaning services, the Client is required to provide a minimum of thirty (30) days' written notice prior to the desired termination date. Failure to provide the required notice may result in the Client being billed for the equivalent of one additional service cycle or the minimum thirty-day period, whichever applies. The Company reserves the right to terminate services immediately in cases involving unsafe conditions, harassment, non-payment, or any breach of this Agreement.

12. Amendments to Terms

The Company reserves the right to amend these Terms of Service at any time. Updated terms will be communicated to the Client and will become effective upon notice.

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13. Governing Law (State of Oregon)

This Agreement shall be governed by and construed in accordance with the laws of the State of Oregon. Any disputes arising under this Agreement shall be resolved in the appropriate courts located in Oregon.

14. Acceptance of Terms

By scheduling or receiving services from the Company, the Client acknowledges and agrees to the terms and conditions set forth in this Agreement.

15. Collections, Late Fees, and Enforcement

If any invoice remains unpaid after thirty (30) days, the account will be considered past due. The Company will make reasonable attempts to contact the Client and obtain payment, including email reminders, phone calls, and written notices. If the balance remains unpaid, the Company may suspend all future services, apply administrative or late fees, or refer the account to a third-party collections agency. Once an account is placed with collections, the Client is responsible for all associated costs, including collection agency fees, administrative fees, attorney's fees, court costs, and any other expenses incurred in the recovery of the outstanding balance. Returned or rejected payments may incur additional fees and must be resolved before future services are rendered.