



SPARK N' SHINY CLEANING SERVICES

AGREEMENT FOR CLEANING SERVICE

This agreement is for cleaning services between _____ ("Client") and Spark n' Shiny Cleaning Services ("Provider") is made and entered into upon the following date: ____/____/____.

Client's property located at _____, ("Property"), contact details _____ will be cleaned by PROVIDER in accordance with the following terms.

1. SCOPE OF SERVICE

PROVIDER will provide to Client the following cleaning services:

LIVING ROOM, DEN, HOME OFFICES, HALLS, BEDROOMS, ETC.

- ✓ Dust areas For Cobwebs, Open & Even Out Curtains & Blinds.
- ✓ Dust Bookshelves, Picture Frames, Decorative Items, Fireplace Mantels, Tabletops & Chairs
- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Clean Mirrors & Glass Tabletops, Front Doors & Sliding Glass Doors
- ✓ Apply Final Touches Such as Folding throws, Straighten cushions & Items on Tables
- ✓ Vacuum Floors, Carpets, Mats, Baseboards
- ✓ Mop Tiles
- ✓ Glaze floors

KITCHEN

- ✓ Wipe Crumbs & Spills on Fridge & Freezer Shelves
- ✓ Clean Exterior Front of Fridge & Freezer (and inside on request by client made through providers office.)
- ✓ Clean Oven, Wipe Away Crumbs & Spills from Under Burners or Glass Top Range
- ✓ Polish All Chrome Appliances
- ✓ Clean Cabinets
- ✓ Clean Countertops Using Surface-Appropriate Cleaning Solutions
- ✓ Clean Sink, Faucet, Backsplash & Polish Chrome Fixtures



- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Apply Final Touches Such as Folding Hanging Dishtowels, Straighten Countertop Items, Hide Appliance Cords Behind Appliances
- ✓ Vacuum Floors, Mats & Baseboards
- ✓ Mop Tile Floors
- ✓ To assist with kitchen duties as requested by client.

BATHROOM

- ✓ Clean Mirrors & Dust Vanity Lights
- ✓ Clean inside and out Vanities & Cabinets
- ✓ Clean Sink, Faucet, Backsplash & Polish Chrome Fixtures
- ✓ Clean Showers, Tubs, & Polish Chrome Fixtures
- ✓ Clean Interior & Exterior of Toilets with Bleach
- ✓ Empty Trash Cans & Replace Can Liners
- ✓ Apply Final Touches Such as Folding Hand Towels, Straighten Items on Countertop, Hide Appliance Cords Behind Appliances
- ✓ Vacuum Floors, Mats & Baseboards
- ✓ Mop Tile Floors

LAUNDRY & IRONING

- ✓ Take away baskets with laundry for washing and sort out laundry including separating whites, colors, delicate and other specific instructions.
- ✓ Load washing into washing machine and hung up for drying.
- ✓ Ironing all completed laundry.
- ✓ Folding and proper presentation of all the completed iron tasks

OUTSIDE

- ✓ Sweep pavements.
- ✓ Verandah sweeping, tidying up.
- ✓ Mop and polishing verandahs

2. TERM

2.1. PROVIDER will begin cleaning services on ____/____/_____. PROVIDER will provide cleaning services at the following frequency: _____ where PROVIDER is to use _____ cleaning equipment and cleaning supplies.

2.2. Scheduled starting time is at _____ to _____ with a lunch break from _____ to _____.

If the Provider is late due to unforeseen circumstances, they must inform the client well in time and make sure that they cover up for lost time by extending time.

3. PAYMENT

- 3.1. Client agrees to pay \$_____, (_____ dollars) per daily charge by _____ payable to Spark n' Shiny Cleaning Services on each day that service is provided payable as a lumpsum at the end of the month.
- 3.2. With clear information relayed to the PROVIDER, client can pay advance payments for the cleaning service thereof.
- 3.3 Provider reserves the right to discontinue services until all payments are made in full.
- 3.4 Charges review are to be communicated to client within months' notice within reasonable confines.

4. PRODUCTS

- 4.1. _____ will provide cleaning detergents, equipment for all cleaning.
- 4.2. Should Client require the use of specialized equipment out of the cleaner's scope, Client must notify PROVIDER before cleaning begins and the cleaner is properly taught on the usage of the equipment.
- 4.3. The following cleaning equipment and detergents are to be provided.

CLEANING EQUIPMENT and DETERGENTS.

- ✓ Broom, dustpan, mop, and bucket
- ✓ Feather dusters, Extendable duster, brush
- ✓ Vacuum cleaner where applicable
- ✓ Scrubbers and sponges
- ✓ Microfiber cloths, mutton cloth and yellow dusters
- ✓ All-purpose cleaner, window cleaner, toilet cleaner
- ✓ Wood polish (mukwa oil etc.), degreaser
- ✓ Floor glaze, Grout, and tile cleaner
- ✓ Bin liners
- ✓ Dishwashing soap
- ✓ Glass cleaner
- ✓ Laundry Detergent

5. RENEWAL

- 5.1. This Contract shall automatically renew under the terms specified herein for a period equal to the initial period on the expiration of the current term unless either party notifies the other in writing at least fourteen (14) days prior to the expiration of the current term that this Contract shall not be renewed.

6. ACCESS REQUIREMENT

- 6.1. Client will provide PROVIDER access to the Property, and to all areas of the Property scheduled to be cleaned as noted under Scope of Service, at the scheduled upon time.

7. CANCELATION AND SCHEDULE POLICY

- 7.1 In the event Client needs to cancel a scheduled cleaning appointment, twenty-four (24) hour written notice is required. Notice may be given via text message or email. Should Client fail to give twenty-four (24) hour notice, Client must pay the full cleaning fee for the canceled cleaning.
- 7.2 If, on the day of cleaning, Provider arrives at, but cannot access, Client's premises due to an aggressive pet or

aggressive individuals, Provider reserves the right to cancel services until the situation is remedied. Client is liable to pay Provider one full cleaning fee for cancellation.

7.3. Provider reserves the right to deny services and/or terminate services because of safety concerns, financial concerns, and/or inappropriate/uncomfortable situations at & or on Client's premises.

7.5. Provider reserves the right to reschedule cleanings with less than 24 hours' notice due to inclement weather. Due

to unforeseen weather and/or cleaning delays, Provider's Cleaners may arrive within 1 hour before or 1 (one) hour after Client's scheduled cleaning time.

7.6. If a client requests an emergency cleaning, Provider will charge Client an additional fee to be negotiated at time of emergency request.

7.7. Provider does not provide services on holidays. If Client's scheduled cleaning day falls on a holiday, Provider will call Client to reschedule to the next available non-holiday day.

8. TERMINATION OF CONTRACT

8.1. Either party may terminate this contract at any time by supplying a written notice of termination on a specified date to the other party, with at least thirty (30) days prior to the stated date of termination. Should Client terminate this contract prior to the expiration of the term, Client will forfeit any discount received and must pay a regular price of the cleaning service.

9. ASSIGNMENT

The rights and obligations created for Client under this agreement may not be assigned to any other party.

10. INDEMNIFICATION

10.1. Provider is not responsible for damage incurred by the improper installation of any object on Client's premises: for example, all surfaces are assumed to be sealed. It is the Client's sole responsibility to notify Provider in writing prior to the day of cleaning so that Provider may clean properly.

10.2. Provider agrees to keep Client information secure and confidential. However, it is the Client's sole responsibility to remove medical prescriptions and/or narcotics prior to the day of cleaning.

10.3. Every effort is made to be as careful as possible with your items. However, accidents do happen. Items which are antique, irreplaceable, and/or hard to find are not covered by our breakage policy. It is the Client's sole responsibility to remove these items prior to the day of your cleaning.

10.4. If Client is not satisfied with the Cleaning services provided by Provider, it is the sole responsibility of the Client to notify Provider in writing with the 24 hours of rendered services so that Provider can return to Client's premises to clean the specified unsatisfactory items at no additional fee.

10.5. Client must notify Provider in writing within 24 hours of their most recent cleaning date to report damage, breakage and/or loss of any personal items. It is the Client's sole responsibility to email and/or to text Provider photos of damage, breakage and/or loss of personal items.

11. RESTRICTED AND ADDITIONAL SERVICES

11.1. Provider does not move heavy items (ex: more than 15 kgs) to protect Provider from injury. If Client would like cleaning behind heavy objects, it is the Client's sole responsibility to move all heavy objects prior to the day of cleaning.

11.2. Provider does not clean animal cages, litter boxes, animal droppings, human faeces, urine, vomit, soiled clothing and/or other similar biohazards.

11.3. Cleaning rates are subject to change as the condition of your home changes. Client must request additional

services in advance so Provider can schedule the additional time and supplies needed.

12. FORCE MAJEURE

12.1 Provider and any of its employees or agents shall not be deemed to be in breach of this agreement for any delay or failure in performance caused by reasons out of its reasonable control, including acts of God or a public enemy; natural calamities; failure of a third party to perform; changes in the laws or regulations; actions of any civil, military or regulatory authority; power outage or other disruptions of communication methods or any other cause which would be out of the reasonable control of Provider.

13. APPLICABLE LAW AND VENUE

13.1. The terms of this agreement will be governed by the relevant Republic of Zimbabwe law and by agreeing to be bound by them, the customer agrees to submit to the exclusive jurisdiction of the relevant courts of Zimbabwe over any case or controversy arising from or relating to this agreement, Provider or any services provided by Provider. Each Client consents irrevocably to personal jurisdiction in such courts with the respect to any matters and waives any defense of forum non conveniens.

14. WAIVER OF CONTRACTUAL RIGHT

14.1. The failure of either party to enforce any provision of this Contract shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Contract.

15. ENTIRE AGREEMENT

15.1. This Contract contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Contract. This Contract supersedes any prior written or oral agreements between the parties.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives as of the date first above written.

Client: _____ Date: ____/____/____

Provider: _____ Date: ____/____/____

The Spark n' Shiny reserves the right to make changes to any part of these terms and conditions by consulting with the client first and having their consent. Should any of these above clauses change all existing clients and customers of Spark n' Shiny will be notified and be given the amended agreements. Please check the website for any changes made.