

TERMS & CONDITIONS OF SERVICE

1. CANCELLATION & ILLNESS

We reserve time exclusively for you.

- **Rescheduling:** Cancellations with less than 24 hours' notice incur a 50% Fee. Lockouts or inaccessible buildings (no key/card/code) are billed at full price.
- **Illness:** If your facility is experiencing contagious illness or outbreak, please notify us. We waive fees for illness-related cancellations if notified by 8:00 AM on the day of service.
- **Termination:** Either party may terminate this agreement with 30 days' written notice.

2. ARRIVAL & PARKING

- **Arrival Window:** Arrival times may vary based on access and scheduling requirements. Your team will notify the site contact if significant delays occur.
- **Parking:** Client agrees to provide parking or reimburse [New River Janitorial Services] for parking fees incurred during service.
- **Safe Access:** Walkways, stairwells, and entrances must be safely accessible and free of hazards. Services may be paused or cancelled if conditions are unsafe.
- **Holidays:** Services falling on statutory holidays will be rescheduled.

3. SITE PREPARATION

Our pricing is based on cleaning, not organizing or decluttering.

- **Surfaces:** Desks, countertops, and floors should be reasonably clear to allow proper cleaning.
- **Equipment & Storage:** If the facility provides equipment or supplies, they must be in good working order.
- **Heavy Items:** Staff do not move furniture or equipment exceeding 35 lbs for safety reasons.

4. 24-HOUR SATISFACTION GUARANTEE

If you are unsatisfied with any area, notify us within 24 hours. We will return to re-clean that specific area at no charge.

5. UTILITIES & CLIMATE

Client agrees to provide running water, electricity, lighting, and a safe indoor temperature.

If utilities are unavailable, we may be unable to perform services and the visit may be billed.

6. PHOTOGRAPHY & PRIVACY

We respect confidentiality.

We may take anonymous before/after photos of cleaning outcomes (no documents, monitors, proprietary materials, staff, or clients).

If your facility prohibits all photography, please notify us in writing.

7. BIOHAZARD & SAFETY

For staff safety, we do not clean:

- Bodily fluids (human or animal)
- Medical waste
- Extensive mold
- Hoarding conditions
- Insect/rodent infestations

We reserve the right to vacate immediately if the environment is unsafe.

Zero Tolerance: Any harassment, threats, unsafe conditions, or hostile behavior will result in immediate termination of service and the full fee will be charged.

8. PET / ANIMAL POLICY

For facilities with animals (offices, daycares, clinics, storefronts):

- Animals must be secured if anxious or aggressive.
- We are not responsible for animal escape during entry/exit.
- We do not clean pet waste or litter boxes.

9. DAMAGE & HIGH-VALUE ITEMS

We are insured and bonded. Liability is limited to repair or replacement.

- **Delicate Surfaces:** Client must inform us of surfaces requiring special care (untreated stone, fine wood, specialty coatings).
- **Equipment:** We are not responsible for damage caused by improper storage or malfunctioning facility equipment.
- **Lost Keys/Fobs:** Liability is limited to the cost of replacement or re-keying of the specific lock/fob (max \$150 per incident).
- **High-Value Items:** Items exceeding \$500 must be disclosed in writing.

10. PAYMENT & RATES

- **Payment Terms:** Invoices are due according to the terms selected in the Service Agreement (Due Upon Receipt, Net-30, etc.).
- **Late Fees:** Unpaid balances after 48 hours incur a 10% late fee.
- **Annual Adjustments:** New River Janitorial Services may adjust pricing annually. Clients will receive a minimum of 30 days' notice.

11. NON-SOLICITATION OF STAFF

Client agrees not to solicit, hire, or employ any New River Janitorial Services employee for private or direct cleaning services.

- **Recruitment Fee:** If the Client hires a current or former employee within 2 years of this agreement, a \$2,500 recruitment fee will be due immediately.

Client Initials: _____