

COMMERCIAL CLEANING SERVICE AGREEMENT

New River Janitorial Services.

1. CLIENT & PROPERTY INFORMATION

Client / Company Name: _____ Start Date: _____

Site Contact: _____ Phone: _____ Email: _____

Service Address: _____

Billing Address (If different): _____

Access Window: _____ to _____ After-hours access requires client-provided keys, codes, or fob permissions.

Client Alarm: ☐ None ☐ Disarmed ☐ Code#: _____ Cleaning Days: _____

2. SERVICE PLANS & SCHEDULE

SCOPE OF WORK:

Cleaning tasks and selected frequency for this Agreement are specified in the attached Scope of Work & Checklist, which forms part of this contract.

KEY: ☒ Core Services | ☐ Enhanced | ☐ Periodic | ☐ Facility Care / Safety Tasks

Frequency:

☐ Daily ☐ 5x/Week ☐ 3x/Week ☐ 2x/Week ☐ Weekly

☐ Monthly ☐ One-Time ☐ Other: _____

Service Window: _____ to _____

Cleaning Days: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Est. Cleaning Time: _____ hours per service

Rate: \$_____ per visit or \$_____ per hour (+ taxes) Est. Monthly Fee: \$_____

3. BILLING & PAYMENT TERMS

Payment for services will be invoiced according to the schedule agreed upon with the Client.

Invoice Terms:

☐ Due Upon Receipt ☐ Net-30 ☐ Other: _____

Preferred Payment Method:

☐ EFT / ACH Transfer

☐ Cheque

☐ Credit Card (if required)

☐ Other: _____

Billing Contact / Accounts Payable:

Name: _____

Email: _____

Phone: _____

ACCEPTANCE

By signing below, I acknowledge that I have read and agree to the Terms & Conditions listed on Page 2, including the 24-Hour Cancellation Policy.

Authorized Signature: _____ Title: _____ Date: _____

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: _____

OPERATIONAL STANDARDS & PROTOCOLS

Understanding the "Why" behind our Commercial Service Agreement policies.

1. PROTECTING SCHEDULE INTEGRITY

(The Cancellation & Access Clause)

- The Rule: We require proper notice for cancellations and uninterrupted access to the facility. Lockouts, inaccessible buildings, or late cancellations may be billed at the contracted rate.
- The "Why": Commercial schedules are tightly planned. A missed appointment results in unused labor and operational disruption. This policy maintains service continuity and protects allocated staffing hours.

2. ENSURING A SAFE WORKING ENVIRONMENT

(The Biohazard, Weather, and Site Safety Clause)

- The Rule: Staff may refuse or pause work if conditions pose safety risks, including biohazards, extreme weather impacts, unsecured areas, or blocked access.
- The "Why": Safe working conditions prevent injuries and liability exposure. Clear boundaries ensure services are performed only when the environment meets reasonable safety standards.

3. DEFINING THE SCOPE OF SERVICE

(The "Cleaning vs. Maintenance" Clause)

- The Rule: We clean surfaces and spaces as outlined in the Scope of Work. We do not provide organizing, maintenance, repair, or facility management tasks unless expressly contracted.
- The "Why": This prevents scope drift. Cleaners must stay focused on contracted cleaning duties to meet quality expectations within scheduled timeframes.

4. LIMITING LIABILITY FOR CLIENT PROPERTY

(The Equipment, Keys, and High-Value Items Clause)

- The Rule: Clients must secure valuables, sensitive documents, and personal property. Liability for lost keys, damaged facility equipment, or high-value items is limited as defined in the Agreement.
- The "Why": Commercial environments contain equipment, data, and assets that require clear handling boundaries. These protections reduce risk for both the client and the cleaning provider.

5. MAINTAINING PROFESSIONAL BOUNDARIES

(The Harassment, Conduct, and Non-Solicit Clause)

- The Rule: We uphold zero-tolerance expectations for harassment and unsafe conduct. Clients agree not to solicit or hire our staff directly during or shortly after the contract term.
- The "Why": Professional conduct ensures a safe, respectful environment for personnel. Non-solicit protections safeguard staffing stability and the training investments required to maintain service quality.

6. QUALITY CONTROL & PERFORMANCE EXPECTATIONS

(The Re-Clean & Communication Clause)

- The Rule: Service concerns must be reported promptly so they can be resolved on the next visit or through a re-clean when applicable.
- The "Why": Clear communication supports consistent standards and allows issues to be corrected quickly, ensuring long-term satisfaction and predictable service delivery.

PHOTO & MEDIA RELEASE FORM

NEW RIVER JANITORIAL SERVICES LLC.

THE COMPANY MAY TAKE PHOTOGRAPHS AND/OR VIDEOS OF AREAS CLEANED DURING CLIENTS SERVICE.

The purpose of collecting this media is to:

- Showcase cleaning results to potential and future clients.
- Share educational or promotional content on the companys website, social media platforms, and marketing material.

THE COMPANY AGREES TO UPHOLD THE HIGHEST STANDARDS OF PROFESSIONALISM.

The following measures will be strictly observed.

- **No personal information:** personal details such as names, address, or other sensitive information will not be disclosed in conjunction with the media
- **Exclusion of framed photographs:** the company will not capture or share media that includes framed photographs, certificates, or other identifiable personal items.
- **General Anonymity:** Media will be used in a manner that protects the client.

REVOCATION OF CONSENT:

- The client may revoke their consent by presenting written notice to the company.
- Revocation will not apply to media already published before the company received the notice.

Client Signature: _____