



Housekeeping Agreement

This agreement is for the service of housekeeping provided by Brook Knows Best and (the client) _____.

INCLUDED IN YOUR CLEAN:

The following cleaning details will be completed at (the residence)

_____:

ADD-ONS:

The client is welcome to request additional cleaning services to be performed at the discretion of the cleaner based on availability that day. The client will pay for any approved additional cleaning in accordance with the payment terms below and at the rate offered by Brook Knows Best at that time. Both parties will agree in writing only (via email or text) on the add-on and cost associated prior to them being performed. To cancel approved add-ons, see "CANCELLATION/RESCHEDULING" below.

SCHEDULING:

The above cleaning details will be performed one time per _____ based on an agreed upon date in text/email/writing between Brook Knows best and the Client. The

cleaning date is guaranteed to be available each calendar _____ and is based on the availability of Brook Knows Best. (To avoid any delays in cleaning each calendar _____, it is suggested that the client books right away after each cleaning.)

CANCELLATION/RESCHEDULING:

If the client wishes to reschedule a cleaning, they can request a new date up to 72 hours prior to the scheduled cleaning. If the dates requested are available, the client may reschedule. If there are no other openings that _____ for cleaning, the client may either keep the current schedule or skip a cleaning to the next cleaning. If Brook Knows Best needs to reschedule, it will make every attempt to do so within the calendar _____. If not possible, the schedule will move forward to the following _____. If a month is skipped no payment is due. If a client reschedules or cancels within 72 hours (including a no-show or the cleaner is unable to gain access to the residence upon arrival), then 50% of the cleaning cost (\$_____) is due before scheduling the next cleaning. Brook Knows Best reserves the right to skip a scheduled cleaning as a result of: personal/family emergency, force majeure, positive covid-19 test or symptoms on the part of the client, cleaners, or close contact with a person under these conditions. If covid-19 symptoms or positive test become known, notification is required within 24 hours of these circumstances and either 2 negative tests or a 14-day self-quarantine beginning from the day of notification.

PAYMENT TERMS:

The agreed upon price for the cleaning details described is \$_____ per cleaning in the form of cash or personal check due at the end of cleaning. If the client wishes to pay electronically or through an invoice there will be a 5% processing fee (bringing the total to \$_____).

If a payment is not made the day of the cleaning, a late fee of \$20/day will be added for the first 5 days and \$5/day beginning the 6th day. The full amount must be paid before scheduling a future cleaning.

Charges relating to add-ons may change at any time with the exception of what is agreed on as described in "Add-ons".

Once a cleaning service has been completed there are NO-REFUNDS if the cleaning is in alignment with this contract.

ENDING SERVICES:

The client and Brook Knows Best both reserve the right to end this contract at any time for any reason in accordance with the "cancellation/rescheduling" policy above. This contract is not for a specific length of time, but rather the terms around each clean.

CLIENT SIGNATURE: _____ DATE: _____

CLIENT PRINTED NAME:

SERVICE PROVIDOR SIGNATURE: _____ DATE: _____

SERVICE PROVIDOR PRINTED NAME: Brooklyn Smith