



O2 CLEANING TERMS & CONDITIONS

SERVICES PROVIDED

1. The Client hereby agrees to engage the Contractor to provide the Client with the following services (the “Services”):

- Standard Cleanings and/or;
- Deep Cleanings and/or;
- Move Out Cleanings and/or;
- Vacation Rental Cleanings and/or;
- Touch Up Cleanings and/or;
- Commercial Cleanings and/or;
- Linen and Terry Program

2. The Services will also include any other tasks which the Parties may agree on. The Contractor hereby agrees to provide such Services to the Client.

3. The term of this Agreement (the “Term”) will begin on the date of this Agreement and will remain in full force and effect indefinitely until terminated as provided in this Agreement.

4. This Agreement may be terminated at any time by mutual agreement of the Parties.

5. Except as otherwise provided in this Agreement, the obligations of the Contractor will end upon the termination of this Agreement.

PERFORMANCE

6. The Contractor reserves the right to amend the initial quotation should the client's original requirements change.

7. The Contractor reserves the right to suspend cleaning services if payments are missing within 20 days of the cleaning.

8. The Contractor retains the right to take photographs of completed cleaning tasks and/or images of any damages discovered during the service.

9. The Contractor can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the Client's property. Please note that duration may vary; therefore, a degree of flexibility is required.

10. If the Client is not completely satisfied with a cleaning job, the Contractor will re-clean any areas to Clients' satisfaction. Notice must be given within 24 hours of the cleaning.

11. Tasks will be outlined and completed as described in standard cleaning and deep cleaning documents.

12. The Client may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours' advance notice. The Client agrees to pay 50% of the cleaning visit if the Client cancels or adjusts the time of a cleaning visit/s less than 24 hours before the scheduled appointment.

COMPENSATION

13. The Client will receive 10% off their first visit. The Client shall pay the Contractor the agreed-upon fixed rates (the "Compensation") for the Contractor's services, including standard cleanings, deep cleanings, move-out cleanings, and commercial cleanings.

- a. Holiday Rate is applied on the following days, which is 30% more than the standard rate. With notice, we can reschedule as needed.
 - i. Thanksgiving Day
 - ii. Christmas Eve
 - iii. Christmas Day
 - iv. New Year's Day
 - v. Presidents' Day
 - vi. Memorial Day
 - vii. Fourth of July
 - viii. Labor Day

14. The Contractor will bill the Client for the Services according to the initial quote. Quotes are determined based on the property's square footage, assuming a standard level of cleanliness, and the agreed-upon scope of work. If the scheduled work exceeds the allotted time, the client will be charged an additional \$40-55 per hour.

15. New clients must make a 50% deposit to the Contractor for their initial booked service(s).

16. Every invoice will have a processing fee of 5% for administrative services.

PAYMENT TERMS AND CONDITIONS

17. When the Client engages in a transaction with the Contractor or utilizes the Contractor's services, the Client agrees to make payment promptly as specified in the invoice or service agreement.
18. Invoices submitted by the Contractor to the Client are due upon receipt or as otherwise agreed upon in writing.
19. The Client will communicate alternative payment methods. If the preference is not to have a credit card charged and the client wishes to make payment through an alternative method, it is the client's responsibility to contact the Contractor before the due date to make suitable arrangements.
20. It is the Client's responsibility to keep their credit card information up to date. If the Client's credit card on file expires or changes, the Client must promptly update their information with the Contractor.
21. If payment is not received within 20 days from the due date, the Client hereby authorizes the Contractor to charge the credit card on file for the outstanding amount.
22. The Contractor will provide the Client notification at least seven (7) days before charging the credit card if the payment is pending beyond 20 days.
23. In the event of late payment, the Client will be subject to a late payment fee or an interest charge of 1.5%.
24. If the Client believes there is an error in the charges on the issued invoice, the Client must promptly contact the Contractor within 10 days of receiving the invoice to dispute the charges.
25. Failure to make payment as outlined in these terms may result in the suspension or termination of the services, as well as the accrual of additional fees or charges.
26. Our refund policy is outlined separately and applies to services or products that do not meet agreed-upon standards.

COMMUNICATION

27. Upon requesting a booking and confirmation of services, the Client consents to receive email, text, and voice communication.
28. The Client acknowledges and agrees that Contractor may send messages to the provided email address(s) and mobile device number(s) with information related to products, services, promotions, and other relevant information.

29. The Client has the right to opt out of receiving email, text, and voice communication with Contractor at any time.

30. The Contractor is committed to protecting the Customer's privacy and will only use the information provided for internal communications.

31. The customer is responsible for providing and maintaining accurate and up-to-date contact information, including email address(s) and mobile phone number(s).

AUTONOMY

32. Except as otherwise provided in this Agreement, the Contractor will have full control over working time, methods, and decision-making in relation to the provision of the Services in accordance with the Agreement. The Contractor will work autonomously and not under the direction of the Client. However, the Contractor will be responsive to the reasonable needs and concerns of the Client.

EQUIPMENT

33. Equipment used for cleaning services will be determined at the contractor's discretion based on property requirements or by the client's special request.

NOTICE

34. All notices, requests, demands or other communications required or permitted by the terms of this Agreement will be given in writing and delivered to the Parties at the following addresses: O2 Cleaning P.O. Box 12526, Jackson, WY 83002 and will be deemed to be properly delivered (a) immediately upon being served personally, (b) two days after being deposited with the postal service if served by registered mail, or (c) the following day after being deposited with an overnight courier.

LIABILITY

35. No Liability. O2 Cleaning is not responsible or liable for any injury, damages, loss, or costs sustained or incurred by any person, including without limitation Contractor's employees, or for any damage to, destruction, theft, or misappropriation of any property, relating in any way, directly or indirectly, to Contractor's services and obligations under this agreement. O2 Cleaning is not liable for acts or omissions of Contractor or any of the Contractor's employees, contractors, agents, or other persons purporting to act at the direction or request, on behalf, or with the implied or actual consent of the Contractor.

Q2 Damage Policies – External

INDEMNIFICATION

36. Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns against any claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

MODIFICATION OF AGREEMENT

37. Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorized representative of each Party.

ENTIRE AGREEMENT

38. It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement except as expressly provided in this Agreement.

ENUREMENT

39. This Agreement will enure to the benefit of and be binding on the Parties and their respective heirs, executors, administrators, and permitted successors and assigns.

GOVERNING LAW

40. This Agreement will be governed by and construed in accordance with the laws of the State of Wyoming.

SEVERABILITY

41. If any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

WAIVER

42. The waiver by either Party of a breach, default, delay, or omission of any of the provisions of this Agreement by the other Party will not be construed as a waiver of any subsequent breach of the same or other provisions.

PRIVACY POLICY

We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the information you provide to us in connection with our cleaning services.

Information We Collect

- Contact details, including your name, phone number, email address, and property address.
- Service-related details, including scheduling preferences and payment information.
- Any additional information you voluntarily provide when requesting quotes or communicating with us.

How We Use Your Information

We use the information you provide to:

- Schedule and perform cleaning services.
- Communicate with you regarding quotes, scheduling, and service updates.
- Process payments and maintain accurate billing records.
- Improve our services and customer experience.

Sharing of Information

We do not sell, rent, or trade your personal information. We may share limited information with trusted third parties only when necessary to:

- Process payments securely.
- Comply with legal or regulatory requirements.
- Deliver the services you have requested.

Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, please note that no method of electronic storage or transmission is 100% secure.

Your Rights

You may request access to, correction of, or deletion of your personal information at any time by contacting us directly.

Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website or shared with you directly when appropriate.

Contact Us

If you have any questions about this Privacy Policy, please contact us at:

O2 Cleaning

info@o2cleaningjh.com

307-227-3480