

Service Agreement

CR CLEANING LLC TERMS & CONDITIONS

By using this website or through any source to book service, you agree to comply with these terms & conditions. If you do not agree to these terms & conditions, do not book a service with us.

BOOKING CONFIRMATION

Booking service online doesn't guarantee you a spot for that date/time, you will be contacted by email or phone with a confirmation.

CLEANING CREW

We always work with teams of two, occasionally more cleaners may be needed due to the complexity of work or busy schedule. We do our best to limit the rotation of cleaners in your home while still providing sufficient cross-training to our cleaning technicians.

Our cleaners have been background screened prior to working with us; you can rest assured all our staff have integrity and are held accountable.

RIGHT TO REFUSE SERVICE

We reserve the right to deny and/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter and disconnected utilities.

Our cleaners have the choice to leave if the home is in an extremely unsanitary condition, or they feel unsafe/threatened. If you book a cleaning that is unreasonable, the cleaners may refuse service on the spot & you will be charged a cancellation fee.

CLEANING DAY PREPARATION

Your price for cleaning is based on the cleaners focusing all their time on cleaning, we ask that you take a few minutes to tidy up to allow the cleaners easy access to the areas/surfaces to be cleaned: floors, counter-tops, tabletops, etc. If you'd like our cleaners to do these tasks for you, call the office in advance so your cleaning fee can be adjusted for the additional time.



PETS

We will gladly work around pets; we ask that indoor activity is limited for cleaning efficiency & safety reasons. If your pet becomes anxious or presents a safety concern, CR Cleaning Services LLC reserves the right to remove its cleaners from your home. Our cleaners are instructed not to enter a house if they believe an animal is a threat; pets may behave differently if a family member is not present. If the removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

SERVICE FEES

Please remember that we give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the house. To ensure there are no surprises when we arrive and find that the job will require extra time, we'll call you to let you know if we are unable to reach you, the crew will have to leave, and you will be charged the cancellation fee.

We reserve the right to reevaluate rates at any time based on the time it takes to perform our service to meet the client's standards, CR Cleaning Services LLC will contact the client to discuss price or service revisions if the cleaning time differs drastically from the original bid.

PAYMENTS

To reserve your cleaning date and time, a deposit of \$50 will be applied. Payments must be made on the day of cleaning by check, cash, or Zelle.

REFUND POLICY

We do not offer refunds, we have built our business providing our clients with the best possible service available, still, we realize that we are human, things will from time to time get missed, should this happen email or call us within 24 hours & we will rectify the error at no charge.

RATE INCREASES

Client's cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of the client's established service schedule or home or living situation: remodel, change of address, number of people living in the home, a significant addition of furniture, etc.

RESCHEDULING & CANCELLATION

Service reliability is extremely important because we reserve time, especially for you. We request that you give us a minimum of 48 Hrs. advance notice if you need to cancel or reschedule for any reason to avoid incurring a \$50 cancellation fee.



ALARM

If your home is equipped with a security system, please ensure that it is in the off position or call our office with the code & proper directions for use. If the code should change, please let us know so you do not incur a lockout charge.

LOCKOUTS

The client shall make the service location accessible to CR Cleaning Services LLC personnel on the scheduled service day. If the team is locked out of the Client's home, every effort will be made to establish contact with the Client to arrange for entry into the home, if contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped & you will be charged \$70 late cancellation fee, this fee is necessary to compensate the cleaners for unexpected lost revenue & time travel, to avoid the fee provide us with a key or code to gain entry to your home.

Our cleaners are instructed not to enter a house if they believe an animal is a threat, pets may behave differently if a family member is not present. If the removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.

USE OF HOMEOWNER'S VACUUM OR TOOLS

If you request to use your vacuum, we will not assume or accept any liability for damage to the unit. Since we are not responsible for the maintenance of the vacuum, we will not be responsible for any repairs to it. This is important because if the vacuum is not in working order when we arrive to clean your home, we will not be able to perform any vacuuming of carpet & hard floor surfaces.

CLEANING SUPPLIES

We provide the equipment and products needed to thoroughly clean your home, if you require us to use green cleaning products only, please let us know before we start the service.

If you require us to use your cleaning supplies, note that we are not responsible for any damage associated with those products. When this request is made, we ask that you have the cleaning chemicals & supplies ready so we can perform our cleaning service as efficiently as possible.

Additionally, the Client shall notify CR Cleaning Services LLC of any allergies or intolerances to certain cleaning products to ensure the safety and well-being of the occupants. We shall take all necessary precautions to ensure that the cleaning products used are environmentally friendly and safe for the health of the occupants.



ITEMS WE CANNOT CLEAN

Mold removal is a specialty; we cannot be liable for any mold-related risks in clients' homes. We cannot clean areas containing any animal & humans' body fluids, blood, feces, vomit, cat litter boxes, bird cages & urine, or excretions.

UNREACHABLE AREAS & HEAVY ITEMS

For safety & liability reasons our cleaners can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 35 pounds, if you would like cleaning behind heavy objects, please move prior to cleaning.

BREAKAGE/DAMAGE & LOSS POLICY

While an occurrence is rare, the possibility of breakage or damage is present while we clean. Our cleaners exercise reasonable care when cleaning your home, we carry insurance for damage or breakage caused by our cleaners.

We are not liable for damage that is caused by normal wear & tear, improper installation of an item in your home, artwork, collectibles, or family heirlooms not disclosed during the booking process, these items include but are not limited to the following:

ARTWORK, COLLECTIBLES & FAMILY HEIRLOOMS

These items are expensive and impossible to replace, the client should point out such items to us before starting service, please advise us how you would like your fragile items handled & their care.

Notification must be made within 24 hours of breakage/loss of any personal items. Identical replacement is always attempted but not guaranteed.

CLEANERS ARRIVAL WINDOW

We schedule our cleanings in an order that requires the least amount of driving time to maintain low prices and avoid trip fees. If you require a specific time, we will make every effort to accommodate your request; however, no time is guaranteed. Due to the unpredictable nature of our business & unforeseen circumstances, traffic jams, weather, and mechanical problems allow us the flexibility of scheduling our cleaning between 8:00 am and 4:00 pm.

We generally do not run more than 30 minutes earlier or more than 45 minutes later than the scheduled appointment time. If we are running late, we will call you and/or text you.



INCLEMENT WEATHER

We will be closed for business when weather conditions prevent Harris County School Districts from opening.

HOLIDAYS

CR Cleaning Services LLC does not do holiday visits.

If your scheduled day falls on a holiday, we will contact you to reschedule, the following holidays will be observed:

- Independence Day
- Thanksgiving
- Black Friday
- Christmas Eve
- Christmas Day
- New Year Eve
- New Year

KEY RELEASE

Client keys are coded & stored inside a locked cabinet to which only the managers of CR Cleaning Services LLC have access. In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to enter the home, CR Cleaning Services LLC will not be held liable for any damage or theft to the client's home.

Upon termination/cancellation of services, CR Cleaning Services LLC shall return any client key(s) in its possession no later than 48 hours after termination of services or the next business day.

PHOTO AND VIDEO RELEASE

I hereby grant permission to CR Cleaning Services LLC and its authorized representatives to take photographs or videos that capture my likeness and appearance during my visit/appointment.

PACKNOWLEDGEMENT AND CONSENT:

- I understand that the captured photographs and videos may be used by CR Cleaning Services LLC for promotional, advertising, and marketing purposes. This may include utilization on social media platforms, websites, printed materials, and other marketing channels.
- I acknowledge that CR Cleaning Services LLC reserves the right to edit, alter, or modify these photographs and videos as deemed appropriate without seeking further consent.
- I am aware that I will not receive any financial compensation or remuneration for the use or distribution of these photographs or videos.
- I recognize that once the photographs or videos are published, CR Cleaning Services LLC has no control over third-party usage. Other entities may use the images for their independent purposes, and I release CR Cleaning Services LLC from any responsibility in this regard.
- I hereby release and discharge CR Cleaning Services LLC, its owners, employees, and agents from any claims, demands, or causes of action I may have arisen from the use, alteration, or distribution of the photographs or videos.



NON-SOLICITATION OF CR CLEANING SERVICES LLC CLEANERS

As our customer, we ask that you agree not to solicit hiring any of our cleaning cleaners to work directly for you. Our professional cleaners are background checked; their references verified & have completed comprehensive cleaning training. Significant time, resources, and money are invested in each new employee before we allow them to enter our customers' homes.

INDEMNIFICATION

The Contractor shall indemnify, defend, and hold harmless to the Client from any claims, liabilities, costs, and expenses arising from the Contractor's performance of the Services, including any personal injury, property damage, or violation of law.

GOVERNING LAW

Any claim relating to the CR Cleaning Services LLC website shall be governed by the laws of the State of Texas without regard to its conflict of law provisions.

We have taken every effort to design our website to be useful, informative, helpful & honest, hopefully, we have accomplished that & would ask that you let us know if you would like to see improvements or changes that would make it even easier for you to find the information you need.

CR Cleaning Services LLC reserves the right to change these terms & conditions at any time without prior notice to you.

Last Updated: 12/01/2025

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