

1. Introduction

This Standard Residential Cleaning Service Agreement (“Agreement”) is entered into between **The Nurturing Maid LLC** (“Service Provider”) and the **Client** (“Customer”) for routine or one-time home cleaning services.

2. Services Provided

Nurturing Maid will provide general residential cleaning based on the package or quote selected. Services may include:

- General surface cleaning
- Bathroom cleaning
- Kitchen cleaning
- Sweeping, vacuuming, mopping
- Dusting
- Bed making
- Light tidying
- Deep cleaning tasks (if selected)
- Add-ons such as laundry, dishes, or organization

These services focus solely on standard household cleaning and do **not** include postpartum-specific care tasks.

Postpartum cleaning/reset services may include:

- Cleaning & sanitizing bottles and pump parts
- Nursery/baby station resets
- Bedroom reset for mom (fresh sheets, tidy, sanitize surfaces)
- Light laundry (wash and dry)
- Kitchen reset
- Bathroom reset
- General house cleaning included in the chosen package

- Tidy & organization of baby-related areas

3. Client Responsibilities

Client agrees to:

- Provide home access at the scheduled service time
- Secure pets as needed
- Communicate any special instructions
- Notify Service Provider of known hazards, fragile items, or repair issues

4. Scheduling & Cancellation

- Cancellations or rescheduling require **24 hours' notice**
- Less than 24 hours may incur a **\$50 late-cancellation fee**
- Lockout/no-access fee: **50% of the scheduled service total**
- A **\$50 deposit** is required to secure the requested service
- Recurring clients receive priority scheduling

5. Pricing & Payment

- Pricing is based on home size, condition, location, and selected services
- Quotes are estimates and may be adjusted for unexpected conditions
- Payment is due upon receipt of the invoice via cash, card, or digital method
- Unpaid balances after 7 days may incur a late fee of \$50 admin fee+ 2% monthly
- Clients must have a payment method on file

6. Safety & Limitations

For safety and liability reasons, Nurturing Maid does **not**:

- Move heavy furniture or appliances
- Clean mold, pests, or other biohazards
- Climb higher than a 2-step ladder
- Perform repairs or handyman services
- Clean in active smoking or drug-use environments
- Does not perform carpet cleaning services
- Lift or hold a newborn/ children
- Enter areas where active medical procedures are taking place
- Clean hazardous biological materials
- Handle breast milk, formula prep, or feeding tasks
- Provide carpet cleaning services

7. Damage & Liability

Nurturing Maid carries general liability insurance.

The Service Provider is not responsible for:

- Items that are already loose, unstable, or previously damaged
- Normal wear and tear
- Damage to improperly installed fixtures or décor
- Bottles/parts are cleaned with caution but normal wear or discoloration is not considered damage

Any accidental breakage will be reported immediately.

8. Equipment & Supplies Policy

The Nurturing Maid will provide all cleaning products, microfiber cloths, mop systems, and hand tools necessary to perform the services outlined in this agreement. All cleaning materials brought into the home are sanitized between appointments to ensure a safe and hygienic environment. For hygiene, safety, and to prevent cross-contamination between households, clients are required to provide the following equipment for use during their cleaning appointments:

- A working household vacuum cleaner
- A broom and dustpan

This ensures that allergens, pet hair, and debris are not transferred from one home to another and helps protect flooring and surfaces by using equipment appropriate to the client's home.

The client agrees to ensure that the provided equipment is in safe, working condition. If equipment is unavailable or not functioning properly at the time of service, Nurturing Maid will perform the cleaning to the best of our ability using alternative methods. However, certain tasks may be limited without appropriate equipment.

9. Privacy & Confidentiality

All client information and home conditions remain strictly confidential. Nurturing Maid provides a judgment-free, professional service environment. Photos may be taken for advertising purposes, but will not be published without consent.

10 Alaska-Specific Business Requirements

Nurturing Maid agrees to maintain all required licenses and compliance:

State of Alaska Business License

- Required for all cleaning services; maintained by Nurturing Maid.

Matanuska-Susitna Borough

- No borough-level business license required.

Municipality of Anchorage

- Covered through a state license.

Eagle River / Chugiak

- Governed by Anchorage municipal licensing.

Joint Base Elmendorf-Richardson (JBER)

- Client must arrange base access for the provider; compliance with base rules is required.

11. Termination of Agreement

Either party may terminate with written notice. Outstanding balances must be paid in full.

12. Indemnification

Client will indemnify, defend, and hold The Nurturing Maid LLC and their respective employees, agents (including residents), and invitees harmless from and against all claims brought against The Nurturing Maid LLC for bodily injury, property loss, and or damage arising out of occurrences in or about the premises.

13. Applicable Law and Jurisdiction

This agreement shall be interpreted and enforced pursuant to the laws and statutes of the State of Alaska, 3rd Judicial District, and the Matanuska-Susitna Borough, and the City of Palmer, Alaska. Jurisdiction and venue shall be the 3rd Judicial District at Palmer, State of Alaska.

14. Service Satisfaction & Re-Clean Policy

Any concerns or complaints regarding the completed service must be submitted in writing within 24 hours of the service completion time. Complaints received after this period will not be eligible for review or correction. Requests for re-cleaning apply only to areas cleaned during the original service and do not cover new messes, damage, or buildup that occur after the service has been completed. Any new mess created following the service will not qualify for a complimentary re-clean.

15. Organizing & Decluttering Services

Nurturing Maid LLC offers organizing and decluttering services designed to help create calm, functional living spaces for families. These services may include sorting, categorizing, light decluttering, and reorganizing household items to improve usability and flow within the home.

Clients understand that organizing services are **collaborative in nature**. While our team may assist in making recommendations, final decisions regarding the keeping, discarding, or donating of personal belongings remain the responsibility of the client.

Nurturing Maid will **not remove, discard, or donate items without the client's permission**. If the client is not present during service, items that appear unnecessary will be grouped or placed in a designated area for the client to review.

Clients are responsible for informing Nurturing Maid of **any items that are valuable, fragile, sentimental, or require special handling** prior to the start of service.

Organizing services focus on improving the layout and usability of spaces but **do not guarantee long-term organization**, as maintaining an organized space depends on household habits and routines after service is completed.

Additional storage solutions, containers, baskets, shelving, or organizational products **are not included in the service price unless otherwise agreed upon**. If such items are purchased on behalf of the client, the client will be responsible for reimbursement.

Nurturing Maid is not responsible for **pre-existing damage to furniture, shelving, or storage systems** encountered during organizing services.

The Nurturing Maid is not responsible for disposing of or transporting items selected for removal from the client's home. This service may be offered at the discretion of the The Nurturing Maid and items will be disposed of/ transported in the fashion The Nurturing Maid sees fit.

16. Client Communication & Non-Solicitation Policy

Employee Communication To maintain consistent service quality and scheduling, clients agree that all scheduling, service requests, pricing questions, and service changes must be communicated directly with **The Nurturing Maid management**. Employees are not authorized to negotiate pricing, modify services, or schedule appointments independently.

Pricing Confidentiality Clients agree not to discuss pricing agreements, rates, or payment arrangements directly with employees. All pricing inquiries must be directed to The Nurturing Maid management.

Non-Solicitation of Employees Clients agree not to solicit, hire, contract, or otherwise engage any current or former employee of The Nurturing Maid for private cleaning or related services outside of The Nurturing Maid during the time they are a client and for **12 months** after their last service.

If a client hires or attempts to hire a Nurturing Maid employee outside the company during this time period, a **\$3,500 referral and training fee** will be due to The Nurturing Maid. This fee reflects the investment made in recruiting, training, and retaining qualified staff.

Direct Scheduling Prohibited: Clients may not schedule services directly with employees. All appointments must be arranged through The Nurturing Maid's official booking system or management team.

17. Laundry and Linen Services are offered as an add-on service and must be requested in advance.

Client agrees to the following terms:

- Laundry services include washing, drying, folding, and light linen resetting (e.g., bed sheets and towels) within the allotted service time.

- Heavily soiled items (including but not limited to items with bodily fluids, excessive pet hair, mold, or hazardous materials) may be declined at the discretion of The Nurturing Maid.
- The Nurturing Maid is not responsible for damage resulting from normal laundering processes, including but not limited to shrinkage, color bleeding, or wear and tear.
- Clients are responsible for providing all necessary laundry supplies unless otherwise agreed upon.
- Due to time constraints, laundry services may be limited to one (1) load per visit, all remaining laundry is able to be scheduled for off-site service.
- Specialty items (e.g., delicate fabrics, dry-clean-only items, or high-value garments) will not be laundered unless explicitly discussed and approved in writing.
- Laundry will be completed using standard settings unless specific written instructions are provided by the client prior to service.
- The Nurturing Maid is not responsible for items left in pockets.

18. Acceptance of Terms

Booking a service confirms agreement to the terms herein.