TERMS & CONDITIONS updated Date: October 2026

Satisfaction Guarantee: If you are not completely satisfied, contact us within 12 hours and we will make it right at The Clean Crew's discretion. Depending on the situation, we may offer a complimentary touch-up or a discount toward your next service. To qualify, the concern must be documented (photo or video with timestamp) and reported by email or text within 12 hours of your clean, and we must be allowed to return and clean the area within one week or less. The Satisfaction Guarantee does not apply to areas not included in your estimate or service agreement, or to pre-existing damage or wear. All cleaning services are priced by the hour, and completion depends on the time allotted; we will focus on your stated priorities unless otherwise formally communicated.

Our commitment: Your priorities are our priorities. Please communicate any special focus areas before service so we can exceed your expectations.

Liability & Safety: The Clean Crew is insured and bonded to protect your home and our team.

Pre-existing damage: If we discover pre-existing wear, damage, or fragile items during service, we will document and communicate this as soon as possible. We are not responsible for: Pre-existing damage or wear. Issues caused by faulty materials, improper installation, or structural defects. Damage to items not disclosed as fragile or valuable

In the event of damage: If our team accidentally damages something during service, you must report it within 24 hours with photo/video evidence. We will investigate promptly and professionally, and valid claims will be resolved through our insurance provider. Maximum liability is limited to the lesser of actual repair/replacement cost or $1,000 per incident.

Client responsibilities: Secure valuables, jewelry, cash, medications, important documents, and firearms before service. Disclose any fragile, antique, or high-value items requiring special care. Ensure pets are secured (crated, in a separate room, or removed from the property).

Equipment & supplies: We provide and maintain our own cleaning supplies and equipment. If you request that we use your household items (vacuums, mops, brooms, etc.), we will advise when supplies need restocking or equipment requires maintenance, and we are not responsible for damage to client-owned equipment used during service.

Service scope & changes: Deep cleans include all areas outlined in your approved written estimate, "by the hour". Any add-ons or additional work hours discovered during service will be quoted and must be approved before we proceed. If the scope or condition is significantly different from what was described at booking, we will contact you immediately to discuss adjusted pricing. You may approve additional work via text, email, or phone, and additional charges will be added to the final balance due upon completion.

Zero Tolerance Policy: The Clean Crew is committed to a safe, respectful workplace for our team and a professional experience for our clients. We maintain a zero-tolerance policy for abuse, harassment, discrimination, and violence. This policy protects: All employees and contractors. All clients and household members. Any visitors present during service

Prohibited conduct includes but is not limited to: verbal abuse, harassment, threats, physical abuse, bullying, abuse of authority, intimidation, and sexual harassment. Violations will result in immediate termination of service, forfeiture of deposits, and may result in legal action. The Clean Crew reserves the right to refuse future service to any individual who violates this policy. Incidents should be reported to management at info@thecleancrew.ca or (519) 279-6828.

Cancellations & Arrival: Cancellations for regular services: provide at least 24 hours' notice to avoid a $30 cancellation fee.

- Email: info@thecleancrew.ca (Subject: Reschedule or Cancel)
- Text: (519) 279-6828 with "Reschedule" or "Cancel"

Arrival times: Traffic and schedules can vary, so we provide a 30-minute arrival window around your estimated time. If you require a specific time, please let us know in advance and we will do our best to accommodate.

Home Access: You may be home to let us in. Or Provide keypad/alarm codes and instructions. Or Leave a designated door unlocked. Or Supply a key for us to hold securely or use lock box.

Lockout fee: If our team arrives and cannot access the property due to incorrect instructions, unavailability, or lack of communication, a $75 lockout fee will apply. Keys are coded with no address, stored in a locked key box, and may be duplicated securely for operational purposes; all keys are returned upon request. To avoid delays, access instructions or keys must be provided at least 24 hours before your scheduled service or at the time of booking/approving your first cleaning date.

Tipping & Reviews: Tips and reviews are never required but always appreciated. If you would like to leave a tip, please set it out with a clear note (e.g., "Tip – thank you! To The Clean Crew") to prevent mix-ups.

Payment & Overdue Accounts: Payment is due the same day of service.

Accepted methods of payment:

- E-transfer to payments@thecleancrew.ca
- Credit card (2.99% processing fee applies)

Cash is not accepted unless under a special approved agreement. A valid credit card must be kept on file for all services, stored securely through your Housecall Pro customer account; the card on file may be charged if payment is not received within 48 hours.

Overdue invoices: After a 48-hour grace period, we will charge your credit card along with the 2.99% processing fee. Additionally, all services may be paused if there are

one or more outstanding invoices until the account is up to date. Ongoing unpaid invoices may accrue interest of 1.5% monthly (18% annually) on the outstanding balance, as permitted under Ontario law when clearly set out in a written agreement.

Service Frequencies: We offer weekly, bi-weekly, every 4 weeks, or seasonal (every 3 months) cleaning services.

Privacy Policy (PIPEDA) The Clean Crew respects your privacy and handles all personal information in accordance with Canadian privacy laws, including PIPEDA.

Information collected may include: Name, address, phone, and email

Home access codes (stored securely and encrypted). Payment information (processed through secure third-party platforms such as Housecall Pro and its payment processor)

How information is used: To provide and improve our services. To communicate about scheduling, billing, and service updates

We will not: Sell or share your personal information with third parties for marketing. Store full credit card numbers ourselves (card data is handled via encrypted payment systems). Share home access codes with unauthorized personnel

Governing Law & Dispute Resolution: This agreement is governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. In the event of a dispute, both parties agree to attempt good-faith negotiation before pursuing legal action. If resolution cannot be reached, the matter may be referred to mediation or small claims court in Ontario.

Deep Clean Service Agreement Additional Terms

Deep clean bookings include and are subject to all Terms and Conditions above.

Booking & deposit: A 50% non-refundable deposit is required to secure your deep clean date, and your booking is not confirmed until the deposit is received. The remaining 50% balance is due on the day of service, upon arrival.

Payment methods: Same payment methods and late-payment terms as above apply (e-transfer, credit card with 2.99% fee, no cash unless specially approved).

Cancellations & rescheduling (deep cleans)

Deposits are non-refundable but may be transferred once if you reschedule at least 72 hours in advance. Changes or cancellations within 72 hours of your booking result in loss of deposit.

Access & scope: Access instructions or key arrangements must be provided at least 24 hours before service. Lockout fee for deep cleans is $75 where we cannot access the property due to instructions or availability issues. *See Service Scope and changes.

The Clean Crew

Contact & Business Information

The Clean Crew by Monterrosa Cleaning and Organizing Inc.
Serving the Greater Toronto Area and beyond
Phone/Text: (519) 279-6828
General Inquiries: info@thecleancrew.ca
Payments: payments@thecleancrew.ca
Website: thecleancrew.ca
Instagram: @thecleancrew_home

Business hours:

- Monday–Friday: 9:00 am–6:00 pm
- Saturday–Sunday: Closed (select cleaning services available)

By booking our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.
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