

Terms and Conditions

Scrub Maidz

Effective Date: May 29, 2026

Welcome to Scrub Maidz. These Terms and Conditions ("Terms") govern the use of our residential cleaning services and website. By booking or using our services, you agree to the following Terms.

1. Company Information

Scrub Maidz provides residential and light commercial cleaning services primarily in the Mississauga and Etobicoke areas.

2. Services

We offer services including but not limited to:

- Standard house cleaning
- Deep cleaning
- Move-in / move-out cleaning
- Recurring cleaning services
- Apartment and condo cleaning
- Post-renovation cleaning
- Cleaning for seniors

Service availability may vary depending on location, scheduling, staffing, and weather conditions.

3. Booking and Scheduling

Appointments

Appointments may be scheduled online, by phone, or by email. All bookings are subject to availability and confirmation.

Access to Property

Clients are responsible for providing safe and timely access to the property at the scheduled service time.

If cleaners cannot access the property within 20 minutes of arrival, the appointment may be treated as a late cancellation and subject to a cancellation fee.

Accurate Information

Clients must provide accurate information regarding:

- Property size
- Number of rooms and bathrooms
- Condition of the property
- Presence of pets
- Any hazards or special cleaning requirements

Scrub Maidz reserves the right to adjust pricing if the condition or size of the property differs materially from the original booking details.

4. Pricing and Payment

Quotes

All quotes are estimates based on the information provided by the client. Final pricing may vary depending on the actual condition of the property and time required.

Payment Terms

Payment is due upon completion of services unless otherwise agreed in writing.

We may accept:

- Credit cards
- Debit
- E-transfer
- Cash

Late payments may be subject to interest charges or collection efforts where permitted by law.

5. Cancellation and Rescheduling Policy

Cancellation Notice

Clients must provide at least 48 hours' notice for cancellations or rescheduling requests.

Late Cancellation Fee

Cancellations made with less than 24 hours' notice may incur a cancellation fee of up to 50% of the scheduled service cost.

Same-day cancellations or lockouts may be charged the full service amount.

6. Satisfaction Guarantee

If you are dissatisfied with any aspect of the cleaning service, you must notify Scrub Maidz within 24 hours of service completion.

We may, at our discretion:

- Re-clean the affected area, or
- Offer a partial refund or service credit

Claims reported after 24 hours may not qualify for corrective action.

7. Client Responsibilities

Clients agree to:

- Secure valuables, cash, jewelry, and fragile items
- Inform us of any delicate surfaces or special cleaning instructions
- Provide running water and electricity during the appointment
- Ensure pets are secured if necessary

For health and safety reasons, our cleaners may refuse tasks involving:

- Biohazards
- Mold

- Human or animal waste
 - Pest infestations
 - Dangerous chemicals
 - Unsafe working conditions
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8. Damages and Liability

Scrub Maidz is insured; however, clients must report any damage or concerns within 24 hours of service.

We are not liable for:

- Pre-existing damage
- Normal wear and tear
- Improperly installed fixtures
- Items not secured or mounted correctly
- Damage resulting from faulty materials or surfaces

Liability for any claim shall be limited to the amount paid for the affected service.

9. Pets

We are pet-friendly; however, clients remain responsible for ensuring pets are safely controlled during the cleaning appointment.

Scrub Maidz reserves the right to leave the premises if a cleaner feels unsafe due to aggressive animal behavior.

10. Health and Safety

Our staff may decline cleaning services if conditions pose a health or safety risk.

This includes:

- Unsafe structures
- Exposure to hazardous materials
- Violent or threatening behavior
- Severe unsanitary conditions

11. Recurring Services

Recurring services may be paused or cancelled by either party with reasonable notice.

Pricing for recurring services may be adjusted periodically due to inflation, labor costs, or changes in service requirements.

12. Privacy

We respect client privacy and handle personal information in accordance with applicable privacy laws in Canada and the Province of Ontario.

Client information will only be used for:

- Scheduling
- Communication
- Billing
- Service improvement

We do not sell client information to third parties.

13. Website Use

All website content, including logos, text, graphics, and branding, is the property of Scrub Maidz and may not be copied or reproduced without permission.

Users agree not to misuse the website or attempt unauthorized access to systems or data.

14. Limitation of Liability

To the maximum extent permitted by law, Scrub Maidz shall not be liable for indirect, incidental, special, or consequential damages arising from the use of our services.

15. Governing Law

These Terms shall be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

Any disputes shall be resolved in the courts located in Ontario.

16. Changes to Terms

Scrub Maidz reserves the right to update or modify these Terms at any time without prior notice.

Updated Terms become effective immediately upon posting.

17. Contact Information

Scrub Maidz

Etobicoke, Ontario, Canada

Email: scrubmaidz@gmail.com

Phone: (647) 317-3115

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