

# Commercial Cleaning Service Agreement

## Sample Contract & Service Level Agreement (SLA) Template

*This is a template for educational purposes. Consult with your legal counsel before using any contract.*

### 1. Parties

This Cleaning Services Agreement ("Agreement") is entered into on \_\_\_\_\_ between:

**Client:** \_\_\_\_\_ ("Client")

Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**Service Provider:** \_\_\_\_\_ ("Provider")

Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

### 2. Scope of Services

Provider agrees to perform the cleaning services described in **Exhibit A: Scope of Work** (attached), including but not limited to:

- General office cleaning (daily / \_\_\_ times per week)
- Restroom cleaning and sanitizing (daily)
- Floor care including vacuuming, mopping, and periodic deep cleaning
- Trash and recycling removal (daily)
- Break room / kitchen cleaning (daily)
- Window cleaning (interior: monthly / exterior: quarterly)
- Additional services as specified in Exhibit A

### 3. Term & Renewal

This Agreement begins on \_\_\_\_\_ and continues for an initial term of \_\_\_ months. The Agreement will automatically renew for successive \_\_\_-month periods unless either party provides written notice of non-renewal at least \_\_\_ days before the end of the current term.

## 4. Pricing & Payment

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**Monthly Service Fee:** \$ \_\_\_\_\_

**Payment Terms:** Net \_\_\_ days from invoice date

**Invoice Frequency:** Monthly, submitted by the \_\_\_th of each month

**Late Payment:** A fee of \_\_\_% per month applies to overdue balances

**Price Adjustments:** Provider may adjust pricing with \_\_\_ days written notice, not to exceed \_\_\_% annually

**Additional Services:** Quoted separately and approved in writing before work begins

## 5. Service Level Agreement (SLA)

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Provider commits to the following service levels:

- **Completion Rate:** \_\_\_% of scheduled tasks completed on each visit
- **Inspection Pass Rate:** \_\_\_% of areas pass quality inspection
- **Response Time (Complaints):** Acknowledged within \_\_\_ hours, resolved within \_\_\_ hours
- **Emergency Response:** On-site within \_\_\_ hours for spills, biohazards, or urgent requests
- **Restroom Standards:** All restrooms pass inspection \_\_\_% of the time

Provider will submit monthly performance reports documenting compliance with these KPIs. Repeated failure to meet SLA targets (3+ months) constitutes grounds for termination.

## 6. Insurance & Compliance

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Provider shall maintain at all times during this Agreement:

- General Liability Insurance: Minimum \$ \_\_\_\_\_ per occurrence
- Workers' Compensation: As required by Washington State law
- Fidelity / Employee Dishonesty Bond: Minimum \$ \_\_\_\_\_
- Valid business license for all jurisdictions served

Provider shall furnish certificates of insurance upon request and notify Client within \_\_\_ days of any policy changes or lapses.

## 7. Staffing & Quality

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Provider shall assign a consistent cleaning team to Client's facility. All personnel must:

- Pass background checks before accessing the facility
- Receive training on Client's security and access protocols

- Use only approved, eco-friendly cleaning products
- Wear identifiable uniforms while on premises

Provider shall designate an account manager as Client's primary point of contact.

## 8. Termination

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Either party may terminate this Agreement:

- **Without cause:** With \_\_\_ days written notice
- **For cause:** With \_\_\_ days written notice if the other party materially breaches this Agreement and fails to cure within \_\_\_ days of written notice
- **Immediate termination:** For safety violations, criminal activity, or insurance lapse

Upon termination, Provider shall return all keys, access badges, and proprietary materials within \_\_\_ business days.

## 9. Indemnification & Liability

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Provider shall indemnify and hold harmless Client from any claims, damages, or liabilities arising from Provider's performance of services, including property damage, personal injury, or theft by Provider's employees. Provider's liability shall not exceed \$\_\_\_\_\_ per incident / aggregate per year.

## 10. Signatures

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**Client:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

**Service Provider:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

**Ultimate Cleaning Service provides clear, fair contracts with no hidden terms.**

Call Jack at (425) 445-0077 to discuss a customized agreement for your facility.