Read This First

This page is for you. Don't send it to your client.

What this is

A simple, plain-English service agreement for UK self-employed cleaners. It covers the things that most often cause problems between cleaners and clients: what's included, what counts as an extra, what happens when a visit is cancelled late, who buys the products, and how either side ends the arrangement.

It isn't about being formal. It's about both of you knowing where you stand before the first clean, so the awkward conversations mostly never happen.

How to use it

- **Pages 2 and 3** are the agreement. Print them, or fill them in using a PDF markup app on your phone or tablet, and tick the options that apply.
- **Pages 4 and 5** are a completed example, so you can see what a finished one looks like. Don't send those pages to a client.
- Send the agreement before the first clean. A photo of the filled-in pages by WhatsApp is fine. A reply saying "agreed" can be used as written acceptance if you don't want to chase a signature.
- Keep a copy for each client. If something changes later (your price, the day, what's included), send an updated version rather than relying on a conversation.

Choosing your terms

Cancellation notice. 24 or 48 hours is normal. 48 gives you a real chance of filling the slot.

Late cancellation fee. Some cleaners charge 50% of the visit price, others the full amount. Whatever you choose, make sure it is clear in your terms before the first booking, and apply it consistently.

Payment method. If you offer Direct Debit, put it first. Clients who pay automatically do not need the usual payment reminders, which can save a lot of admin time.

Invoice timing. For weekly clients, one invoice at the end of the month is much less admin than four separate ones.

Price reviews. Say when you review prices (once a year is typical) so a rise later doesn't come as a surprise.

A note on this template

This is a general template, not legal advice. It's written to cover the situations solo cleaners run into most often. If you have unusual arrangements, or you're taking on staff, it's worth having a solicitor look over your terms.

Cleaning Service Agreement

Sets out what has been agreed between the cleaner and the client, in plain English.

1. Cleaner

Name: _____

Business name: _____

Address: _____

Phone: _____

Email: _____

2. Client

Name: _____

Property address: _____

Billing address (if different): _____

Phone: _____

Email: _____

Start date of first visit: _____

3. What is included in a regular clean

Each regular visit includes the following. Anything not listed here is treated as an extra (see section 4).

- _____
- _____
- _____
- _____

4. Extras and one-off tasks

Not part of a regular clean and charged separately at the prices below. Please ask at least _____ before the visit so enough time can be allowed.

Extra	Price

5. Schedule

Frequency: ☐ Weekly ☐ Fortnightly ☐ Four-weekly ☐ One-off

Usual day: _____ **Usual time:** _____ **Usual duration:** _____

Both sides will give as much notice as possible if a visit needs to move.

Bank holidays: ☐ Visit skipped ☐ Moved to another day that week

6. Price and payment

Price per regular visit: _____ **Hourly rate (if applicable):** _____

Payment method: ☐ Direct Debit ☐ Bank transfer ☐ Cash ☐ Standing order

Invoices sent: ☐ After each visit ☐ One invoice at the end of each month

Payment due: _____

If a payment is late, the cleaner may pause visits until the account is up to date. Prices are reviewed _____ with at least _____ notice of any change.

Cleaning Service Agreement

Continued: cancellations, access, insurance and signatures.

7. Cancellations and rescheduling

Both sides agree to give at least _____ notice to cancel or move a visit.

- Cancelled with that much notice or more: no charge.
- Cancelled with less notice: _____
- If the cleaner cannot get into the property at the agreed time: _____
- If the cleaner cancels at short notice, the visit will be rearranged as soon as possible and there is no charge for the missed visit.

8. Access to the property

How the cleaner gets in: ☐ Client at home ☐ Key held by cleaner ☐ Key safe

Alarm (code given separately): _____

Keys and codes are kept securely and never shared. Keys are returned when this agreement ends. The client will tell the cleaner straight away if access details change.

9. Products and equipment

Provided by: ☐ Cleaner brings everything ☐ Client provides everything ☐ Cleaner: products. Client: vacuum and mop

10. Insurance, damage and safety

Public liability insurance held with: _____

The cleaner will take reasonable care of the property and its contents and will tell the client the same day if anything is accidentally damaged. The client agrees to point out anything fragile, valuable or needing special care before the first visit, and to keep the property reasonably safe to work in.

Pets during the visit: _____

11. Ending this agreement

Either side can end this agreement by giving _____ written notice (a text or email is fine). Visits completed before the end date must still be paid for. The cleaner may end the agreement immediately if payments are repeatedly late or if the cleaner feels unsafe at the property.

12. Agreed by

"We have read and accept this agreement." A reply saying "agreed" to the message this was sent with can be used as written acceptance.

Cleaner		Client	
Signed:	_____	**Signed:**	_____
Name:	_____	**Name:**	_____
Date:	_____	**Date:**	_____

Cleaning Service Agreement

COMPLETED EXAMPLE so you can see what a finished agreement looks like. Do not send this page to a client.

1. Cleaner

Name: *Sam Taylor*

Business name: *Brightside Cleaning*

Address: *14 Orchard Close, Basingstoke RG21 4XY*

Phone: *07700 900123*

Email: *sam@brightsidecleaning.co.uk*

2. Client

Name: *Priya Nair*

Property address: *22 Meadow Lane, Basingstoke*

Billing address (if different):

Phone: *07700 900456*

Email: *priya.nair@example.com*

Start date of first visit: *Tuesday 15 September 2026*

3. What is included in a regular clean

Each regular visit includes the following. Anything not listed here is treated as an extra (see section 4).

- *Kitchen: surfaces, hob, sink, outside of appliances, floor*
- *Bathroom and en suite: bath, shower, toilet, sink, mirrors, floor*
- *All rooms: dusting, vacuuming, mopping hard floors, bins emptied*
- *Stairs and hallway: vacuumed, banister wiped*

4. Extras and one-off tasks

Not part of a regular clean and charged separately at the prices below. Please ask at least *48 hours* before the visit so enough time can be allowed.

Extra	Price
Inside oven	*£35*
Inside fridge	*£15*
Inside windows (whole house)	*£25*
Changing bed linen (per bed)	*£5*

5. Schedule

Frequency: ☑ Weekly ☐ Fortnightly ☐ Four-weekly ☐ One-off

Usual day: *Tuesday* **Usual time:** *9.30am* **Usual duration:** *3 hours*

Both sides will give as much notice as possible if a visit needs to move.

Bank holidays: ☐ Visit skipped ☑ Moved to another day that week

6. Price and payment

Price per regular visit: *£66* **Hourly rate (if applicable):** *£22*

Payment method: ☑ Direct Debit ☐ Bank transfer ☐ Cash ☐ Standing order

Invoices sent: ☐ After each visit ☑ One invoice at the end of each month

Payment due: *By Direct Debit, 3 working days after each invoice*

If a payment is late, the cleaner may pause visits until the account is up to date. Prices are reviewed *every April* with at least *4 weeks* notice of any change.

Cleaning Service Agreement

COMPLETED EXAMPLE, continued. Do not send this page to a client.

7. Cancellations and rescheduling

Both sides agree to give at least *48 hours* notice to cancel or move a visit.

- Cancelled with that much notice or more: no charge.
- Cancelled with less notice: *50% of the visit price (£33)*
- If the cleaner cannot get into the property at the agreed time: *full visit price (£66)*
- If the cleaner cancels at short notice, the visit will be rearranged as soon as possible and there is no charge for the missed visit.

8. Access to the property

How the cleaner gets in: ☐ Client at home ☐ Key held by cleaner ☑ Key safe

Alarm (code given separately): *Yes, code given separately*

Keys and codes are kept securely and never shared. Keys are returned when this agreement ends. The client will tell the cleaner straight away if access details change.

9. Products and equipment

Provided by: ☐ Cleaner brings everything ☐ Client provides everything ☑ Cleaner: products. Client: vacuum and mop

10. Insurance, damage and safety

Public liability insurance held with: *Simply Business, £2 million cover. Certificate available on request.*

The cleaner will take reasonable care of the property and its contents and will tell the client the same day if anything is accidentally damaged. The client agrees to point out anything fragile, valuable or needing special care before the first visit, and to keep the property reasonably safe to work in.

Pets during the visit: *Biscuit the cat stays indoors, please keep the back door closed*

11. Ending this agreement

Either side can end this agreement by giving *2 weeks'* written notice (a text or email is fine). Visits completed before the end date must still be paid for. The cleaner may end the agreement immediately if payments are repeatedly late or if the cleaner feels unsafe at the property.

12. Agreed by

"We have read and accept this agreement." A reply saying "agreed" to the message this was sent with can be used as written acceptance.

Cleaner

Signed:

Name: *Sam Taylor*

Date: *10 September 2026*

Client

Signed:

Name: *Priya Nair*

Date: *10 September 2026*