

CLEAN PADI TERMS OF SERVICE

Effective Date: September 2026

Welcome to Clean Padi. These Terms of Service govern the cleaning services provided by Clean Padi and your use of our website. By booking or using our services, you agree to these Terms.

If you do not agree with these Terms, please do not use our services.

1. About Clean Padi

Clean Padi is a residential and commercial cleaning business providing cleaning services at clients' homes, offices, and other premises in Kelowna and communities in the Okanagan. Our services include routine cleaning, deep cleaning, move-in and move-out cleaning, and other customized services as agreed upon between Clean Padi and the client.

2. Booking Our Services

Clients may request services through our website, by telephone, email, or other communication channels provided by Clean Padi. When making a booking, you are responsible for providing accurate information, including:

- Your name and contact information
- Service address
- Type of property
- Type of cleaning requested
- Preferred date and time
- Relevant information about the property
- Any special cleaning requirements, allergies, etc.

Providing inaccurate or incomplete information may affect our ability to provide the requested service. A booking is not confirmed until initial deposit (as indicated on quote/invoice) is made unless otherwise agreed between Clean Padi and the client.

3. Quotes and Pricing

The price of a cleaning service may depend on factors including:

- Size and condition of the property
- Type of cleaning requested
- Frequency of service
- Number of rooms or areas
- Special cleaning requirements
- Additional services requested



Quotes provided by Clean Padi are based on the information provided by the client. If the actual condition or requirements of the property differ significantly from the information provided, Clean Padi may contact the client before proceeding with additional work or charges. Any additional charges should be communicated to the client where reasonably possible before the additional work is performed.

4. Payment

Payment terms will be communicated to the client at the time of booking or before services are provided. Clients are responsible for paying the agreed amount for services provided. Clean Padi will accept payment through the payment methods made available at the time of booking.

Where payment is not received within the agreed period, Clean Padi may suspend or decline future services until the outstanding amount has been resolved. Where required, additional steps may be taken to resolve uncompleted payments.

5. Cancellations and Rescheduling

We understand that plans can change. Clients should provide as much notice as possible when cancelling or rescheduling a booking. Clean Padi may establish cancellation or rescheduling fees depending on the type of booking and the amount of notice provided. Any applicable cancellation policy will be communicated to the client before booking is confirmed. Clean Padi may waive cancellation fees in reasonable circumstances at its discretion.

6. Access to the Property

Clients are responsible for providing Clean Padi with safe and reasonable access to the property at the scheduled time. This may include:

- Providing a key
- Providing an access code
- Being present at the property
- Providing other agreed means of entry

Clients should inform Clean Padi in advance about access restrictions, security systems, pets, hazards, or other circumstances that may affect our ability to provide the service.

If our team cannot reasonably access the property at the scheduled time, the booking may need to be rescheduled and applicable charges may apply.



7. Client Responsibilities

Clients are expected to provide a reasonably safe working environment for Clean Padi employees and contractors. Clients should:

- Inform us of known hazards
- Secure valuable or fragile belongings
- Secure pets where necessary
- Provide access to required areas
- Inform us of relevant allergies or sensitivities
- Inform us about surfaces or items requiring special care
- Remove excessive clutter where necessary to allow cleaning

Clean Padi reserves the right to decline or discontinue a service where conditions present a serious or unreasonable risk to the health or safety of our workers.

8. Cleaning Products and Equipment

Clean Padi may provide cleaning products and equipment required for the service.

Clients who request the use of particular products or equipment should communicate this when booking. We may decline to use a product or method where we reasonably believe it may damage a surface, property, equipment, or create a health or safety risk. Clients should inform us about delicate surfaces, specialty materials, or manufacturer-specific cleaning requirements.

9. Items We Do Not Clean

For safety and liability reasons, Clean Padi may decline certain cleaning tasks. These may include, but are not limited to:

- Biohazardous materials
- Human or animal waste requiring specialized remediation
- Asbestos or suspected asbestos
- Dangerous chemicals
- Illegal substances
- Sharps or needles
- Uncontrolled mould requiring specialized remediation
- Pest infestations requiring specialized treatment
- Other hazardous materials or conditions requiring specialized certification or equipment

We may also decline cleaning items or surfaces where the requested cleaning method could reasonably cause damage.



10. Special Requests

Clients should communicate special requests before the service begins. Additional services may be subject to additional charges and availability. Clean Padi will make reasonable efforts to accommodate client requests but cannot guarantee that every request can be fulfilled.

11. Service Quality and Client Concerns

At Clean Padi, we aim to provide every client with reliable, professional, and high-quality service. If you are not satisfied with a service, please contact us as soon as reasonably possible, preferably within 24 hours of completion.

We will review the concern and, where appropriate, may:

- Request additional information or photographs
- Speak with the cleaning professional or supervisor
- Arrange a re-clean of the affected area
- Provide another reasonable remedy based on the circumstances

Our goal is to resolve concerns fairly and professionally. A client should not attempt to make a chargeback or withhold payment for completed services without first giving Clean Padi a reasonable opportunity to address a legitimate service concern, except where prohibited by law.

12. Property and Damage

Our employees are trained to handle client property with reasonable care. If you believe that Clean Padi has caused damage to your property, please notify us as soon as reasonably possible and provide relevant details or photographs where available. Clean Padi will investigate reported damage and determine an appropriate resolution based on the circumstances. Clients should inform us in advance about fragile, valuable, antique, or specialty items requiring particular care.

13. Client Property and Valuables

Clients are responsible for securing cash, jewelry, important documents, confidential materials, and other valuable or sensitive belongings before our team arrives. Clean Padi is not responsible for loss of unsecured valuables except where responsibility is established under applicable law.

14. Pets and Animals

Clients must inform Clean Padi about pets or other animals present at the property. For the safety of our employees and the animals, Clean Padi may



request that pets be secured in a separate area while cleaning is taking place. We reserve the right to stop or decline a service if an animal presents a safety risk.

15. Employee and Client Conduct

Clean Padi is committed to providing a workplace where employees are treated with dignity and respect. We do not tolerate:

- Harassment
- Discrimination
- Threats
- Violence
- Intimidation
- Abusive behaviour
- Sexual harassment
- Unsafe or inappropriate conduct toward our employees

Our employees are expected to demonstrate the same level of professionalism and respect toward clients. Clean Padi may refuse or discontinue services where a client or other person at the property engages in threatening, abusive, discriminatory, or unsafe conduct.

16. Client Confidentiality

Our employees may encounter personal, financial, business, or other confidential information while working at a client's property. Clean Padi expects employees to respect client privacy and maintain confidentiality. We will handle personal information in accordance with our Privacy Policy.

17. Photos and Documentation

Where necessary for service quality, estimates, complaints, or documentation, Clean Padi may request photographs of areas requiring cleaning. We will not use identifiable photographs of a client's private property for marketing purposes without appropriate permission.

18. Website Use

You may use the Clean Padi website for lawful purposes only. You agree not to:

- Attempt to gain unauthorized access to the website
- Interfere with website functionality
- Introduce malicious software



- Misuse our booking or contact forms
- Submit false or misleading information
- Copy or reproduce website content without permission

Clean Padi reserves the right to restrict access to the website where necessary to protect our systems, clients, employees, or business.

19. Third-Party Services and Links

Our website may use or link to third-party services, including payment processors, social media platforms, analytics services, or other websites. Clean Padi does not control the privacy practices, security, or content of third-party services. Your use of third-party services may be subject to their own terms and privacy policies.

20. Intellectual Property

The Clean Padi name, logo, branding, website content, graphics, photographs, written materials, and other original content are owned by or licensed to Clean Padi unless otherwise stated.

You may not reproduce, modify, distribute, or use Clean Padi's intellectual property for commercial purposes without our written permission.

21. Service Availability

We will make reasonable efforts to provide services at the agreed date and time. However, circumstances outside our control, including severe weather, emergencies, illness, equipment failure, unsafe conditions, or other unforeseen circumstances, may require us to reschedule or cancel a service. Where this occurs, we will notify the client and arrange an alternative time.

22. Limitation of Liability

To the extent permitted by applicable law, Clean Padi will not be responsible for losses arising from circumstances outside our reasonable control or from conditions, materials, surfaces, or items that were not disclosed to us and that could not reasonably have been identified before cleaning. Nothing in these Terms is intended to exclude or limit any liability that cannot legally be excluded or limited under applicable law.



23. Changes to Services and Terms

Clean Padi may update its services, prices, policies, and these Terms from time to time. Changes will be posted on our website or communicated to clients where appropriate. The Terms in effect at the time of your booking will generally apply to that service.

24. Governing Law

These Terms are governed by the laws of the Province of British Columbia and the applicable laws of Canada. Any dispute arising from these Terms or Clean Padi's services will be addressed in accordance with applicable Canadian and British Columbia law.

25. Contact Us

If you have questions about these Terms of Service, a booking, or our services, please contact us:

Clean Padi

Email: admin@cleanpadi.com or info.cleanpadi@gmail.com

Acceptance of These Terms

By booking or using Clean Padi's services, you acknowledge that you have read, understood, and agree to these Terms of Service.

Last Updated: August 2026

