

Agreement : Cleaning Services

Between the company **Active Cleaning Services SPRL** located
Avenue Des Bouleaux no.2 à 1170 Watermael Boitsfort
and

The Customer : (Madam,Gentleman).....

Resident

.....

Secondly :

Article 1 : Objet

Active Cleaning Services SPRL agrees to :

1. Provide help at home as cleaning activities that includes ::
 - home cleaning
 - washing and ironing the laundry of the house at the customer
 - small occasional sewing work
 - small shopping
 - maintenance of the residential windows
2. provide support for elderly, ill or disabled persons in their housework, in their movements or in their hobbies ;
3. Active Cleaning Services SPRL agrees to keep the confidentiality of the informations given by the Customer (the registration at the cleaning services it is made in collaboration with Sodexo).

Article 2 : Term of agreement :

The present agreement is concluded for :

- an indefinite period

In addition, the present agreement may, whatever its duration, be finished by both sides by registered letter with a notice of 1 month.

The notice applies to 3 working days after sending the registered letter.

In case of non-compliance with these clause, Active Cleaning Services Sprl will be obliged to charge you the hours lost during the notice period.

Article 3 : Customer commitments

- Do not require the housekeeper dangerous tasks or too heavy
- Ensure that the equipment provided proper operating conditions, the quality and the quantity of the cleaning materials are sufficient and labeled
- Do not ask to perform any task other than for which the agreement is signed
- Ensure that the work of the housekeeper is accomplished in suitable conditions from the standpoint of safety, hygiene and health

If paid by **paper way**, the Customer hands the same day of the benefit with the housekeeper cleaning.

If paid by **electronic way**, the Customer must confirm benefit via Sodexo website upon email receipt

The Customer is asked to fulfill the payment within 15 days at the latest.

In case of delay in payment, Active Cleaning Services SPRL s'authorizes the right to stop any benefit to the default Customer and in case of dispute authorizes the agreed company the right to wear the prejudice to the competent Commercial Court.

Article 4 : Benefit terms

Within the work regulations, work schedules, activity plan of the housekeeper as well as the access to the Customer's home will be established between our Company and the Customer.

If the number of hours provided or schedule changes the Customer will prevent Active Cleaning Services SPRL ,15 days in advance, if possible (Direct contact to the agency)

The Customer who goes on holidays or who doesn't need the benefit of the housekeeper during a period will be asked to notify Active Cleaning Services SPRL 15 days in advance , if possible (Direct contact to the agency).

Article 5 : General agreements

The service Company worker can't keep the key of the house only if the owner gives its express authorization by written and after informing the head of the service Company.

The service Company will also require written permission to the Customer to make an extra key to use in case of eventual replacement.

The housekeeper is under the authority of Active Cleaning Services SPRL.

If the Customer has a complaint to make, it must contact Active Cleaning Services SPRL.

Article 6 : Absence from work

The service Company ensure that the work is carried out correctly, using competent workers according to the agreed schema.

In case of sudden incapacitation of housekeeper, Active Cleaning Services SPRL proceeds to the replacement of the worker within 24 hours if the availability changes in the work schema. The service Company will make every effort to provide for the replacements if the Customer demands .However, this one cannot be guaranteed. In case of replacement, there may be changes in working hours and/or date.

Article 7 : Unscheduled Customer's absence

Order of ONEM:

- If the worker could not execute the tasks provided for due to negligence/absence unscheduled (except for emergencies)and the Customer doesn't announce Active Cleaning Services SPRL the company can claim the amount for equivalent hours usually worked;
- The Customer may not require to the housekeeper benefit less than 3 hours or more than 9 hours a day.

Article 8 : Loss and theft

The Customer must always exercise the most elementary prudence regarding money and valuables objects.

In case of suspected theft by the worker the Customer must always notify the services Company responsible and immediately make a statement to the police and ask a copy of it.

Only the worker can be prosecuted for theft.

Article : 9 Insurance

The housekeeper is ensured by Active Cleaning Services SPRL in civil liability and in case of work accident.

Any declaration of damage or accident should take place within 48 hours at least for Active Cleaning Services SPRL. The insurance Company will assess the responsibility of the housekeeper's damage.

The service Company is responsible, for the workers compensation insurance allowances legally owed in case the worker is a victim of an work accident or an accident on the way to work.

However, to avoid any abuse, small damage as dishes or broken trinkets will not be insured. The Company disclaims liability for all damage caused by normal use of cleaning equipments.

Article : 10 Disputes

If problems related to the application of this agreement will appear both parties will make every effort to find a solution.

In case of non-compliance with this agreement Active Cleaning Services SPRL reserve the right to end without notice.

The present agreement is concluded in 2 copies and each side acknowledges having received one.

Done aton/...../.....

For agree,

Active Cleaning Services SPRL

For agree,

The Customer

Angelescu Elena,

Gerante

ACTIVE CLEANING
SERVICES SPRL
0849858182

Sodexo registration number (if checks electronics) : _____

Customer card :

(PLEASE COMPLETE WITH CAPITAL LETTERS)

Name, Surname :

.....

(Thank you to enter the name under which you order check cleaning services)

Address :

.....

Postal code :Town :

Email :

Date of birth ://.....

Telephone number :GSM

Contact person(ex.: door closed) :

Name et Surname:

Tel/GSM :

Number of desired hours:hours (min 3H end max 9H by day)

By week

By 15 days

Name of the desired worker:

Desired days :

Monday From..... To Hours

Tuesday From..... To Hours

Wednesday From..... To Hours

Thursday From..... To Hours

Friday From..... To Hours

Saturday From..... To Hours

Are you present during the benefits from the housekeeper? Yes-No

Note:

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If you are absent who the housekeeper can enter into the house?

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Your building is protected by an alarm? Yes-No

If yes how the housekeeper can enter in your absence?

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Are you willing to give a key from the house? Yes-No