

CLIENT LIABILITY & RESPONSIBILITY WAIVER

By signing below, you acknowledge and agree to the following terms and conditions.



CLIENT INFORMATION

Client Name: _____

Date: _____

Service Address: _____

Clean ID / Reference #: _____

City: _____ State: _____ Zip: _____

Type of Clean:

Phone Number: _____

☐ Routine ☐ Deep Clean ☐ Move-In/Move-Out

Email Address: _____

☐ Post-Illness ☐ Other: _____

WAIVER & AGREEMENT

In consideration of Bright Horizons Home Support Inc., a nonprofit organization, providing cleaning services at the address listed above, I (the client) agree to the following terms and conditions:



1. ASSUMPTION OF RISK & LIABILITY

- I understand that cleaning involves the use of household cleaning products, equipment, and tools.
- While our team takes every reasonable precaution to provide safe and thorough service, I acknowledge that risks may exist, including but not limited to slips, falls, accidental damage, or allergic reactions.
- I agree to release, waive, and discharge Bright Horizons Home Support Inc., its volunteers, employees, and representatives from any and all liability, claims, demands, losses, damages, or expenses (including attorney fees) arising out of or in connection with the cleaning services provided.



2. CLIENT RESPONSIBILITIES

- I agree to provide a safe working environment.
- I will secure all pets or inform the team of any pets on the premises prior to the cleaning.
- I will inform the team of any hazardous materials, fragile items, or areas that require special attention.
- I understand that team members are not responsible for moving heavy furniture, climbing over furniture, or performing tasks outside the agreed-upon scope of work.
- I agree to be honest and respectful toward all volunteers and staff.



3. PERSONAL PROPERTY

- I understand that Bright Horizons Home Support Inc. is not responsible for loss, theft, or damage to cash, jewelry, documents, electronics, or any personal belongings.
- I agree to remove or secure any valuables prior to the cleaning service.



4. SERVICE LIMITATIONS

- Cleaning services are provided on a best-effort basis.
- We do not guarantee the removal of all stains, rust, mold, or buildup.
- Additional services outside the original agreement may require separate arrangements.



5. GENERAL TERMS

- This waiver is valid for all cleaning services provided by Bright Horizons Home Support Inc. at the address listed above.
- This agreement shall be governed by and interpreted in accordance with the laws of the state in which the services are provided.
- If any provision of this waiver is found to be invalid, the remaining provisions shall remain in full force and effect.



6. APPOINTMENT ARRIVAL WINDOW

- Scheduled appointment times are estimated arrival times. The client agrees to allow Bright Horizons Home Support Inc. an arrival window of up to one hour after the scheduled appointment time due to travel, prior appointments, or unforeseen delays.

EMERGENCY CONTACT (OPTIONAL)

Name: _____

Relationship: _____

Phone Number: _____

Alternate Phone: _____

ACKNOWLEDGMENT & SIGNATURE

I have read this Liability & Responsibility Waiver in its entirety and fully understand its contents. I voluntarily agree to the terms and conditions stated above.

Client Signature: _____

Date: _____

Printed Name: _____



Thank you!



Your trust helps us create clean spaces
and brighter futures for families in need.