

Select Home Cleaning: Cleaner Terms and Conditions

Your Work, Our Partnership.

Last updated: October, 2025

Acceptance of Terms

By joining the Select Home Cleaning platform and using our services, you agree to follow these Terms and Conditions.

If you do not agree with any part of these terms, please discontinue use of the platform.

These Terms are designed to ensure clarity, safety, and mutual respect between you, our customers, and the Select Home Cleaning team.

Eligibility

To work with Select Home Cleaning, you must:

- Be at least 18 years old,
- Have legal authorization to work in Canada, and
- Complete all onboarding requirements (including a background check and WHMIS certification).

By continuing to use the app, you confirm that you meet these criteria and that all information you've provided is accurate and up to date.

Professional Conduct

As a Select cleaner, you represent our brand in every interaction. We expect professionalism, reliability, and respect at all times.

Please be sure to :

- Arrive on time for scheduled cleans.
- Follow customer instructions carefully.
- Treat customers, homes, and property with care.
- Communicate only through the app (no direct sharing of personal contact info).
- Avoid any inappropriate, aggressive, or discriminatory behavior.

Any behavior that breaches our community standards may result in suspension or removal from the platform.

Prohibited Activities

You agree not to misuse our platform by:

- Posting false, misleading, or defamatory information.
- Violating laws or safety regulations.
- Attempting to hack, manipulate, or disrupt the system.
- Misrepresenting your identity or credentials.

Our platform exists to create a safe, reliable experience for both customers and cleaners, and we take that responsibility seriously.

Job Management

When accepting jobs through the app:

- Only accept jobs you can confidently complete on time.
- If you need to cancel, please do so at least **24 hours in advance**.
- Repeated last-minute cancellations or no-shows may result in account review or suspension.
- For customer cancellations within 24 hours, you may be eligible for partial payment.

We aim to keep scheduling fair and flexible for everyone.

Payments

- Payments are processed through your linked bank account.
- You'll receive full visibility of your earnings, bonuses, and tax withholdings in the **Wallet** section of the app.
- Any adjustments or disputes are reviewed individually by the admin team.

We believe in transparency. You'll always know what you've earned and when you'll receive it.

Safety and Equipment

Your safety is our priority.

- Always follow WHMIS and cleaning safety protocols.
- If you use your own equipment, make sure it's safe and in good condition.
- Report any injuries, damages, or incidents to support immediately.

Cleaners are expected to maintain safe working habits to protect themselves, clients, and property.

Account Responsibilities

Your account is personal. Please do not share your login or transfer jobs to another individual.

You are responsible for all activity under your account and for keeping your login credentials secure.

If you suspect unauthorized access, notify the admin team right away.

Termination of Services

We may suspend or terminate your access if:

- You violate these Terms,
- Provide false information,
- Receive repeated verified complaints, or
- Engage in misconduct that harms customers, other cleaners, or our brand.

We'll always review any issue fairly and communicate transparently before final action is taken.

Independent Contractor Relationship

Cleaners on our platform operate as independent contractors (unless otherwise stated by formal employment). You control your schedule and job acceptance, and are responsible for maintaining the high standards associated with the Select Home Cleaning brand.

Updates to Terms

We may update these Terms to reflect changes in features, policy, or law.

When updates occur, we'll notify you in the app or by email. By continuing to use the platform after an update, you agree to the revised Terms.