

CLEAN DREAM CLEANERS also referred to onwards as “Company” or “we”, “us” reserves the right to make amendments to these terms and conditions for our cleaning service in Victoria or outside Victoria without giving prior notice. By requesting service from CLEAN DREAM CLEANERS, the client accepts that these terms and conditions below, and agrees to abide by them. Please carefully read these terms and conditions.

COVID-19: No customer shall book a service with Clean Dream Cleaners without fully disclosing their knowledge of Covid symptoms. As a customer of Clean Dream Cleaners, it is your responsibility to make our company aware if you experience any symptoms of, or relating to Covid. If you have recently been out of the country, feeling sick, cared for someone feeling sick, been in quarantine or planning to be in quarantine, all such and other related information must be disclosed to Clean Dream Cleaners in accordance with the health and safety laws of British Columbia. Clean Dream Cleaners reserves the right to discontinue any service on the grounds of health and safety.

REFUNDS: Our services are personalized to each customer, therefore, Clean Dream Cleaners does not offer refunds. However, please contact us within 24 hours after the booking start time if you have any complaints about your cleaning service. We do not offer refunds, but we would offer you a free re-clean if we are notified within 24 hours of the initial cleaning. Customers must list, with pictures, areas of the home that were missed during the initial cleaning. Any areas not listed within 24 hours of the initial cleaning will not be honoured in the re-clean. Also, customers may not add a new service to the re-clean without reaching our minimum new service requirement. Our free re-cleans will take place within 24 hours to 48 hours. The customer must be available to grant access to the cleaners for the re-clean.

RECEIPTS AFTER CLEANING: All receipts are automatically sent once the payment is successful. If customers do not receive a receipt automatically, customers are required to make a request to Clean Dream Cleaners for the receipt to be manually generated. Please note that receipts will only be sent to the email used during booking. If the email isn't entered correctly the receipt will not be received.

GIFT CARDS: Gift cards can be redeemed for a cleaning service but are not refundable or redeemable for cash. To use a gift card, please go to our booking page and enter your unique gift card code. Any balances remaining on gift cards can also be used on a future service.

NO TERMS OR CONTRACT: There is no term to this agreement between the client or Clean Dream Cleaners. You may cancel your re-occurring or one time cleaning service before 24 hours prior to the scheduled booking. Clean Dream Cleaners also reserves the right to cancel the service provided at any time. However, there is a cancellation fee of \$79 for cancelled bookings under 24 hours prior to the booking date. Any appointments rescheduled can only be cancelled for a \$79 cancellation fee or be rescheduled again to a suitable date.

MOVE-OUT CLEANING: Customers who use our move-out cleaning plan agree that their homes are empty and free of clutter. Clean Dream Cleaners does not remove pet odors from homes. If your home is empty and requires removal of pet odors please call a specialist. Clean Dream Cleaners reserves the right to revert customers to a regular or deep cleaning price plan if the home is still being occupied and there are items still in the

home upon our arrival. These include, but are not limited to items inside the fridge, inside the cabinets, etc. Clean Dream Cleaner's move-out cleaning is priced for homes that are empty. Since emptying cabinets and fridges take time, extra charges will be applied when these tasks are added. To use our inside cabinet or inside appliances cleaning plan, customers may leave only minimal items inside. All items must be removed.

HOURLY SERVICE: All hourly services are billed only by the hour at the current rate set forth by Clean Dream Cleaners at the time of the booking. Customers may not change their booking type after the service has begun without proper notice to Clean Dream Cleaners. Clean Dream Cleaners does not offer custom price booking. A booking service may only be Standard Cleaning, Deep Cleaning, Move-out Cleaning or Hourly Cleaning, Organization or Home Concierge Services. All services are adjusted to one of these types of services offered. Clean Dream Cleaner's cleaners are not able to make adjustment to customer's cleaning service type during the clean. All cleaning adjustments must be made to Clean Dream Cleaners by email, text message or phone call. Changes to booking are subject to approval by Clean Dream Cleaners. For hourly service where the customer is present during the cleaning, any extra time spent by the cleaners in the home will be billed to the customer. It is the customer's responsibility to terminate cleaning services at the end of the billable hours to avoid being charged for more time. If a customer wishes to add extra services or time to the hourly service, Clean Dream Cleaners must be contacted by email, text or phone call. If a customer believes that Clean Dream Cleaner's cleaners are not working efficiently enough, the customer must communicate such concerns to Clean Dream Cleaners prior to the end of the hourly service. For hourly service where the customer is not present, Clean Dream Cleaners will communicate with the customer when the hourly service is completed. If more cleaning is required, the customer will be notified. It is the customer's responsibility to provide sufficient hours to complete the required cleaning of their property. Where insufficient hours are provided, only the priority areas of the home will be cleaned and the customer will be notified. Our 24hour clean guarantee for hourly cleans is limited only the time it takes to fix any missed areas. The guarantee does not mean the cleaners will spend equal number of hours as the initial hours booked. Customers must express their concerns to the cleaners while the cleaners are still present at the home.

CLEANING APPROVALS: Customers may confirm their cleaning service satisfaction in a few ways. 1. By voice or phone. 2. By replying to our emails. 3. Through text message. All of these ways are acceptable ways we may acknowledge a customer's approval of the cleaning work. Once this is received, Clean Dream Cleaners reserves the right to deny a re-clean request after the cleaning has been approved. It is the customer's responsibility to ensure that all non-voice communication to Clean Dream Cleaners are received and acknowledged and done within 24hours of the initial clean. Clean Dream Cleaners reserves the right to deny complaints made more than 24hours of the initial clean as per our policy and agreements. Customers who request to review our cleaning service but who do not show up within 10mins of the teams departure will be subject to paying for additional charges accrued while the team waits for the cleaning review. Customers will be charged for time spent waiting for cleaning review of over 10mins up to a maximum of 1hr at which point the cleaning team may vacate the home.

TEAMS: Our cleaners work in teams of one, two or more depending on the size of the job. A team leader may be assigned to your home. We make every effort to keep the same team leader/team assigned to your home, but we cannot guarantee this. Several factors including illness, promotions, other clients, schedule, etc., may result in a change of cleaners on a team.

CONDUCT: Our cleaners will be respectful while in your home. They will not perform tasks outside of their jobs such as smoking, eating or drinking, watching tv, radio, video games, helping customers with tasks outside the customer's cleaning plan, answering the telephone or doorbell. Our job is to give you the best home cleaning experience. Clean Dream Cleaners is not a grout specialist, wall specialist, tile/renovation specialist, or any type of specialist outside of general house cleaning. Therefore, Clean Dream Cleaners will not accept tasks outside our scope of work. Customers requiring such tasks must call a specialist.

PETS ESCAPING FROM THE HOME: Neither Clean Dream Cleaners nor its cleaners are responsible for pets that "escape" when our maids are entering/exiting your home. If your pet will be "roaming free" during the clean, please let us know in advance, so the cleaners can be on alert when they open doors. Our cleaners will close doors as soon as they enter and exit your home and will not leave doors open for long periods.

EQUIPMENT AND SUPPLIES: We provide our own cleaning supplies and equipment including vacuums, mops, and cleaning products. If you have a specific product you would like us to use, please call our office prior to your service date. Our service teams come with their own vacuum, but depending on the condition of a customer's home, Clean Dream Cleaners may require the customer to make a vacuum cleaner available. This is to ensure the safety of other customers, as well as our teams. Vacuum cleaners can carry danders and other materials which some customers may be allergic to. Therefore, Clean Dream Cleaners may require customers to provide our teams with a working vacuum cleaner .

ARRIVAL TIME: Your scheduled cleaning time has an arrival window of +/- 1-hour. This allows our cleaners to get through traffic, and any other delays they may experience when fulfilling your request for service. Any delays beyond this will be communicated with our clients prior to service.

SCHEDULING: Scheduling changes can result in the following:

PRICE & SCHEDULE CHANGES – The price for your recurring service is based on how frequently you request a cleaning service. Below are our service category prices:

- Weekly: Once a week
- Bi-Weekly: Every 2 weeks but no more than 3 weeks since the last cleaning
- Monthly: Every 4 weeks but no more than 5 weeks since the last cleaning

Rescheduling your cleaning may result in the cost of your service being Less Than, More Than or the Same As your last cleaning. Accommodations will be made for when the home is not occupied and customer may contact us to make amends.

- Example 1: a Bi-Weekly client who "skips" a cleaning, creates a four-week interval between visits and the applicable (higher) Monthly rate will apply to the next cleaning.

- Example 2: a Bi-Weekly client who requests an additional cleaning in-between scheduled visits would be charged the applicable (lower) “Weekly” rate for the next 2 cleanings as there will be a one-week interval between both cleanings.

CLEANING FEE ADJUSTMENTS: Clean Dream Cleaners may re-evaluate service rates based on the time required to perform our services to meet the client’s needs, Clean Dream Cleaner’s standards and the client’s satisfaction. Clients are required to disclose the true state of the home required for cleaning. Clients/Customers will be contacted if there are large discrepancies prior to the service being offered. Clean Dream Cleaners reserves the right to adjust customer’s prices if the true state of the home or home size is not disclosed prior to booking a service. Clean Dream Cleaners also reserves the right to adjust its prices as shown on the website before or after a customer has booked a service. All price changes do not affect previously booked services. Clean Dream Cleaners constantly reviews its prices to ensure prices are in line with what the market’s current rates are. Therefore, after a service has been booked Clean Dream Cleaners may review its prices and increase or decrease them. Recurring services may not be affected by price changes, however, Clean Dream Cleaners may contact recurring clients to discuss large discrepancies in price changes for future work.

WORKING AT HEIGHTS: Clean Dream Cleaners and its cleaners do not work at heights over 2 ladder rungs. Any cleaning that requires using a ladder more than 2 steps up will not be conducted by the cleaners. In order to ensure proper health and safety during jobs Clean Dream Cleaners will decline working at heights.

We may monitor the actual cleaning time for the first two months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs significantly from the original price quoted prior to carrying out the service. Clean Dream Cleaners reserves the right to include appropriate fees to client’s cleaning quote if there are discrepancies not previously listed by the customer, such as pets in home. Homes with pets must be disclosed at the time of booking so that a pet fee can be applied.

THE TERMS & CONDITIONS FOR THE PAYMENT POLICY: Payment is due in full when booking a schedule online.

- Payment accepted are: Credit cards (Mastercard, Visa). Cash payments are not accepted by Clean Dream Cleaners. Customers willing to pay cash must contact Clean Dream Cleaners prior to your booking. No booking date shall be withheld for a customer without a credit card or payment detail in our system.

LATE CANCELLATION: Late Cancellation fee of \$79.00 will be charged unless notification of a change has been made more than 24-hrs prior to the service date and time. All notifications must be made by calling our office or emailing/texting. Telling the cleaning team when they are in your home is not considered notification.

RESCHEDULING: A customer may reschedule a service more than 24hrs to the service appointment time. A service rescheduled can be cancelled at anytime for \$79 cancellation fee or rescheduled to a later date for free.

LOCKOUT/INACCESSIBILITY: Clean Dream Cleaners would make every effort to accommodate its customers in the event of a lockout where our cleaners cannot gain entry to the home. Lockouts can be rescheduled to another date. For cancellations during a

lockout there will be a \$79 cancellation fee for homes within the city. And for homes outside the city limits, there will be a \$79 cancellation fee plus a travel fee.

CHARGES: If it is necessary for you to change, cancel or skip your regular cleaning day, we appreciate at least 2 business days notice. If you do not notify our office and upon arrival we cannot enter your home, we will charge you a full price lock out fee to cover our expenses. Our teams daily pay is based on homes scheduled. When you skip on short notice or lock out the team, you would have prevented Clean Dream Cleaners from servicing other clients during that time block.

Should you at any time require a change or modification of the cleaning detail or instructions, or wish to change the cleaning schedule of frequency, a call to our office is the surest way of accomplishing this. The cleaning team is instructed to follow the instructions as they appear on their personalized work order and that is a reflection of the information agreed to. Additional requests/work given to the team at the time of cleaning that was not agreed upon by our office during the booking cannot be honored. All additional tasks must be added to your cleaning plan during your booking, or by contacting our office.

SECURITY ALARMS: If your home is equipped with a security system, please insure that it is in the "OFF" position or inform our office of the codes and input sequence before your scheduled cleaning. Please be sure to notify our office if this code changes.

CANCELLATIONS BY CLEAN DREAM CLEANERS: Clean Dream Cleaners reserves the right to suspend or cancel a booking if there are problems with the access to the home, water or electricity supplies, or problems working around other contractors and /or service providers, as well as interference from any party. The client will still be held liable for up to 50% of the cost of the agreed service.

ACCIDENTS & THEFT: The client is responsible for securing – cash, jewelry and any other items of value. If you have valuables or heirlooms, etc., it would be helpful if they would be put away to avoid accidents. Regrettable and although not common, from time to time, something may be broken. Our personnel are instructed to call our office at once if ANYTHING is broken, and to leave you a note advising you of the accident.

In the event an item is damaged or broken, we reserve the option to repair or replace the item, if it was caused by our team, you must report this incident within 24 hrs of service. The client must be present at the end of the cleaning. And must inspect the home before the cleaners' departure. Any damages should be brought to our attention right away. **Once the cleaners leave. The cleaner is no longer liable for any damages that may occur where we cannot verify the source of the damage.**

A dollar value of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined. We cannot be responsible for wall hangings attached with anything other than "real" picture hooks. No straight pins, thread, etc. Clean Dream Cleaners & its cleaners will make every effort to ensure when dusting hanging frames that they do not get damaged. Customers are responsible for the use of proper hanging techniques for their home decor.

If a client suspects theft or actual theft has taken place, it is the client's responsibility to report the incident to Clean Dream Cleaners office. The client will lay a charge of theft, if

actual theft has taken place and follow through to the point of actual prosecution. Clean Dream Cleaners is indemnified against any claim.

HOLIDAYS: The only holidays observed by our company are New Years Day, Canada Day, Labour Day, Thanksgiving, Christmas Eve day and Christmas Day. Regular cleaning will be offered all other holidays. Should your regular cleaning fall on these days, our office will contact you approximately 1 – 2 weeks prior to the holiday to reschedule your cleaning. If you wish to reschedule a cleaning that falls on another holiday throughout the year, please call the office at least 2 business days in advance to avoid a late cancellation fee.

CLUTTER: The cleaning will be far more satisfactory if the team does not have a great deal of clutter with which to contend. Desks that have a large amount of paperwork for instance may not be cleaned. Clean Dream Cleaners cleaners may try to organize cluttered workspaces to the best of their abilities to ensure that the cleaning is done satisfactorily.

LAUNDRY SERVICE: Customers who request a laundry service with Clean Dream Cleaners agree that Clean Dream Cleaners shall not be responsible for damages to the washers, dryer or clothes being washed. Every customer requesting laundry service agrees that clothes in the washer may experience discolouration, shrinking, slacking, or other unexpected outcome. Therefore, it is each customer's responsibility to provide appropriate guidance to the cleaner regarding the laundry service or cleaning of their home. Clean Dream Cleaners is not liable for any damages resulting from the use of our services including laundry service.

PETS: If you have pets, our cleaners do appreciate it when they are secured and that you pick up after them. We do not clean litter boxes or urine/feces from the floor.

HEALTH & SAFETY: Clean Dream Cleaners reserves the right to refuse a job on grounds of health and safety or any work outside the scope of our insurance policy.

QUALITY CONTROL: Our quality control consists of making home inspections and phone calls. A supervisor may enter your home after our cleaning team has done their job. They may call you at home or work. We believe that inspections and client contact is the best way to help in exceeding your expectations and improve our high standards. You may also benefit a satisfaction survey. We appreciate you feedback.

STAIN REMOVALS: Clean Dream Cleaners will do its best to ensure all stains are removed during cleaning. However, there are long term stains which may be difficult to remove during the required cleaning time; such as stains in the oven, walls, or other parts of the home. Clean Dream Cleaners will advise customers in such cases to decide what is an acceptable cleaning for that portion of the home.

BEFORE AND AFTER PHOTOS: Clean Dream Cleaners takes before & after photos for cleaning jobs completed. These pictures may be used for marketing & as proof of work completed. This reduces discrepancies in expectations and helps Clean Dream Cleaners continue to monitor its cleaning work quality and integrity. The photos of before & after cleaning taken will be properties of Clean Dream Cleaners and Clean Dream Cleaners will not disclose cleaning location or reveal parts of the home that may indicate the customer's personal information. Customers who are not comfortable with pictures may express their concerns to Clean Dream Cleaners by calling or emailing our office.

WALL WASHING/WALL SPOT CLEANING: Customers who book wall washing or wall spot cleaning service with us agree that Clean Dream Cleaners shall not be responsible for any

damage to the walls during cleaning. There are several factors that may lead to damage to walls during cleaning and some pre-existing conditions may already be present before the service is rendered. Clean Dream Cleaners reserves the right to refuse wall service, or any other cleaning service on grounds of health & safety, or other reasons as pertaining to its ability to properly perform the job. A customer's wall spot cleaning service may be switched to wall washing if the stains are all over the wall as opposed to spotted stains on the wall. In such a case, Clean Dream Cleaners will contact the customer to discuss a service alternative and or alternate date for a different service, as well as price.

HOARDING: Homes where hoarding has taken place require special attention. If the home was booked as a standard, deep or move out cleaning prior to arrival, Clean Dream Cleaners shall convert the customer's booking to our hourly rate (\$75/hour per cleaner.) All such situations can only be cleaned at an hourly rate because Clean Dream Cleaners cannot know how many hours it could take. Estimates will be provided to customers ahead of the cleaning appointment.

EXTRA WORK: Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, garage, extra rooms, or any extras as listed on our website) so we can schedule the time needed to complete these tasks. We will provide an over the phone estimate, however, we reserve the right to adjust the quote after the job is completed. A customer may request additional work for their homes provided the customer contacts Clean Dream Cleaners by phone/email prior to the service time to make the adjustments.

ITEMS WE CANNOT CLEAN/DO: We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up. Our teams are advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If ants, termites, roaches, fleas, etc., are encountered, Clean Dream Cleaners cleaners will not clean or vacuum the area.

We will leave you a note, or call you regarding the problem. We do not clean inside curio cabinets. If you have other items you prefer we not clean or handle, please call the office and we will arrange to avoid those items. Our staff cannot climb higher than a step stool, one to two rungs on a ladder, work on the outside of your home, move furniture that contains electronics, lift any objects over 20 pounds, prepare meals, provide any pet or children-related services, or empty diaper pails.

HIRING OF A CLEAN DREAM CLEANERS TEAM: Our teams have signed a Non-Compete agreement with Clean Dream Cleaners. They are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their contract with Clean Dream Cleaners or for 2 years following termination of contract, without written approval from Clean Dream Cleaners. You agree not to hire past or present teams of Clean Dream Cleaners for a period of not less than 2 years from the date the team member last worked for Clean Dream Cleaners. A great deal of time and resources are put into picking out the best team.

In the event you feel you must hire a team member of Clean Dream Cleaners in spite of this agreement, then a placement fee equivalent to 20% of the team member's annual take home pay is due immediately upon employment of the past/present team member,

regardless of whether the employment is regular or on a contract basis. Please contact Clean Dream Cleaners to discuss this process and how to approach it.

TIPS: Tips are appreciated by your cleaning team but not required. A recommended tip is 10-15% of your total cleaning fee. Tips can be left as cash for the cleaning team or we can add them to your credit card payment. We pay our team members one hundred percent of what you tip them.

BEHIND APPLIANCES CLEANING: Behind appliances such as ovens, fridges, washers, dryers, etc. cannot be cleaned if the appliances are not moved prior to our cleaners arriving at your home. Behind appliances will not be cleaned on a standard or deep clean. These are only applicable to move-out cleanings. Behind furniture in homes may not be cleaned if moving the furniture would pose a risk either to our cleaners, the home owners, or the furniture. During deep cleanings, if a customer requires behind furniture cleaning, the furniture must be moved prior to our cleaners' arrival.

Inside Ovens, Refrigerators, Cabinets, etc. Customers requesting inside oven, inside fridge, or inside cabinet cleaning are required to have such places empty before our cleaners arrive.

Our move-in/move-out cleaning requires that the customer's home be empty before the cleaning service begins.

KEYS: Please make arrangements for your home to be accessible to us. Your scheduled cleaning time may change due to several factors including traffic, but we will ensure to make every effort to be at your home within an hour of your cleaning time as scheduled. Please let us know how our cleaners may access your home either using a keycode, drop box, etc. If a customer forgets to leave us a way to enter the home for cleaning, we will reschedule the cleaning for another day at the clients convenience. Refunds are not given for cleanings where the cleaners were unable to get access to the homes. But we will gladly reschedule your cleaning.

PERSONAL INFORMATION: Calls made to or received from Clean Dream Cleaners may be recorded for quality and training purposes. Clean Dream Cleaners will never share your information or call information with third-party companies or services without prior consent or unless required by provincial or federal law.

OFFICE HOURS: Our office is open Monday through Sunday 8:00am to 6:00pm. We offer after hours customer service through our website's chat box. Please visit our website and chat with a customer service representative from 8am to 11pm 7-days a week. Please note that Clean Dream Cleaners reserves the right to adjust the chat box customer service hours based on business needs and accommodations. Customers may also contact us and leave us a voicemail on our business phone number.

INSURED: We strive to be the most convenient way to clean your home, and thus our company carries insurance in providing our services.

DISCLAIMER OF WARRANTIES: THE COMPANY MAKES NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, AVAILABILITY, ACCURACY OR COMPLETENESS OF THE SERVICE OR SOFTWARE. THE COMPANY DOES NOT REPRESENT OR WARRANT THAT (A) THE USE OF THE SERVICE OR SOFTWARE WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) THE

SERVICE OR SOFTWARE (INCLUDING ANY CLEANING SERVICES) WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (C) ANY STORED DATA WILL BE ACCURATE OR RELIABLE, (D) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE (INCLUDING ANY CLEANING SERVICES) WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (E) ERRORS OR DEFECTS IN THE SERVICE OR SOFTWARE WILL BE CORRECTED, OR (F) THE SERVICE OR THE SERVER(S) THAT MAKE THE SERVICE AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE SERVICE AND SOFTWARE IS PROVIDED TO YOU STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY THE COMPANY. THE COMPANY MAKES NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, SAFETY, TIMELINESS, QUALITY, SUITABILITY OR AVAILABILITY OF ANY SERVICES, PRODUCTS OR GOODS OBTAINED BY THIRD PARTIES THROUGH THE USE OF THE SERVICE OR SOFTWARE. YOU ACKNOWLEDGE AND AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SOFTWARE AND SERVICE, AND ANY THIRD PARTY SERVICES OR PRODUCTS, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

NETWORK DELAYS: THE COMPANY'S SERVICE AND SOFTWARE MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF THE INTERNET, TELECOMMUNICATIONS NETWORKS AND ELECTRONIC COMMUNICATIONS. THE COMPANY IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.

LIMITATION OF LIABILITY: IN NO EVENT SHALL THE COMPANY'S AGGREGATE LIABILITY EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM YOU IN THE SIX (6) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL THE COMPANY AND/OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING PERSONAL INJURY, LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE). THE COMPANY AND/OR ITS LICENSORS SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR INJURY WHICH MAY BE INCURRED BY YOU, INCLUDING BUT NOT LIMITED TO LOSS, DAMAGE OR INJURY ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THE SERVICE OR SOFTWARE, INCLUDING BUT NOT LIMITED TO THE USE OR INABILITY TO USE THE SERVICE OR SOFTWARE, ANY RELIANCE PLACED BY YOU ON THE COMPLETENESS, ACCURACY OR EXISTENCE OF ANY ADVERTISING, OR AS A RESULT OF ANY RELATIONSHIP OR TRANSACTION BETWEEN YOU AND ANY THIRD PARTY SERVICE PROVIDER, ADVERTISER OR SPONSOR WHOSE ADVERTISING APPEARS ON THE WEBSITE OR IS REFERRED BY THE SERVICE OR SOFTWARE, EVEN IF THE COMPANY AND/OR ITS LICENSORS HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

These Terms of Use and any dispute between you and Clean Dream Cleaners Cleaning Services shall be governed by the laws of the province of British Columbia without regard to principles of conflicts of law.

BY USING THE SITE OR SERVICES IN ANY WAY, YOU AGREE THAT ANY CLAIM OR CONTROVERSY ARISING OUT OF THE USE OF THE SITE OR SERVICES OR RELATING TO AN ALLEGED BREACH OF THE TERMS OF USE SHALL BE SETTLED EXCLUSIVELY BY BINDING ARBITRATION. YOU AGREE TO GIVE UP YOUR RIGHT TO GO TO COURT TO ASSERT OR DEFEND ANY CLAIMS BETWEEN YOU AND CLEAN DREAM CLEANERS AND YOUR RIGHT TO PARTICIPATE IN A CLASS ACTION OR OTHER CLASS PROCEEDING. CLAIMS AND CONTROVERSIES MUST BE ARBITRATED ON AN INDIVIDUAL BASIS AND MAY NOT BE CONSOLIDATED WITH ANY OTHER CLAIMS OR CONTROVERSIES. JUDGMENT ON THE ARBITRATION AWARD MAY BE ENTERED INTO ANY COURT HAVING JURISDICTION IN VICTORIA, BRITISH COLUMBIA YOU OR CLEAN DREAM CLEANERS MAY SEEK ANY PRELIMINARY OR INTERIM RELIEF FROM A COURT OF COMPETENT JURISDICTION IN VICTORIA, BRITISH COLUMBIA THAT IS NECESSARY TO PROTECT THE RIGHTS OF PROPERTY PENDING THE COMPLETION OF ARBITRATION. ANY PROCEEDING REQUIRED TO ENFORCE THIS ARBITRATION AGREEMENT MAY BE COMMENCED IN ANY COURT OF COMPETENT JURISDICTION. IN THE EVENT THAT THIS AGREEMENT IS HELD TO BE UNENFORCEABLE, ANY LITIGATION AGAINST CLEAN DREAM CLEANERS MAY BE COMMENCED ONLY IN FEDERAL OR PROVINCIAL COURTS LOCATION IN VICTORIA, BRITISH COLUMBIA AND YOU HEREBY IRREVOCABLY CONSENT TO THE JURISDICTION OF THOSE COURTS FOR SUCH PURPOSES.

THE QUALITY OF THE CLEANING SERVICES SCHEDULED THROUGH THE USE OF THE SERVICE OR SOFTWARE IS MAY NOT MEET YOUR STANDARDS. CLEAN DREAM CLEANERS WILL DO ITS BEST TO RECTIFY ANY MATTERS ARISING FROM THE QUALITY ISSUES OF THE SERVICES RENDERED. HOWEVER, CUSTOMERS MUST BE AWARE THAT SOME OF CLEAN DREAM CLEANERS'S SERVICES ARE CONDUCTED BY CONTRACTORS.

NOTHING ON THIS WEBSITE CONSTITUTES, OR IS MEANT TO CONSTITUTE, ADVICE OF ANY KIND. IF YOU REQUIRE ADVICE IN RELATION TO ANY LEGAL, FINANCIAL OR MEDICAL MATTER YOU SHOULD CONSULT AN APPROPRIATE PROFESSIONAL.

BY USING THE SERVICE OR SOFTWARE, YOU AGREE THAT THE EXCLUSIONS AND LIMITATIONS OF LIABILITY SET OUT IN THIS AGREEMENT ARE REASONABLE. IF YOU DO NOT THINK THEY ARE REASONABLE, YOU MUST NOT USE THE SERVICE OR SOFTWARE.

GENERAL: No joint venture, partnership, employment, or agency relationship exists between you, the Company or any third party provider as a result of this Agreement or use of the Service or Software. If any provision of the Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced to the fullest extent under law. The failure of the Company to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by the Company in writing. This Agreement comprises the entire agreement between you and the Company and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between you and the Company regarding the subject matter contained herein.

OTHER PARTIES: You accept that, as a corporation or sole proprietorship, the Company has an interest in limiting the personal liability of itself, the owner/owners, the officers, employees, or Contractors. You agree that you will not bring any claim personally against the Company's owner/owners, officers or employees in respect of any losses you suffer in connection with the Service or Software. Without prejudice to the foregoing, you agree that the limitations of warranties and liability set out in this Agreement will protect the Company's officers, employees, agents, subsidiaries, successors, assigns and sub-contractors as well as the Company.

By using the Software or the Service, you agree that: You will only use the Service or Software for lawful purposes; you will not use the Service for sending or storing any unlawful material or for fraudulent purposes. You will not use the Service or Software to cause nuisance, annoyance or inconvenience. You will not impair the proper operation of the network. You will not try to harm the Service or Software in any way whatsoever. You will not copy, or distribute the Site or other content without written permission from the Company. You will only use the Site for your own use and will not resell it to a third party. You will keep secure and confidential your account password or any identification provided to you which allows access to the Site. You will provide us with whatever proof of identity the Company may reasonably request. You will only use an access point or data account which you are authorized to use.

TERMINATION: The Company reserves the right to (i) modify or discontinue, temporarily or permanently, the Service (or any part thereof) and (ii) refuse any and all current and future use of the Service, suspend or terminate your account (any part thereof) or use of the Service, for any reason, including if the Company believes that you have violated this Agreement. The Company shall not be liable to you or any third party for any modification, suspension or discontinuation of the Service. The Company will use good faith efforts to contact you to warn you prior to suspension or termination of your account by the Company.

By visiting this website and by booking a service with us either online or over the phone, you hereby agree to the terms & conditions set forth therein.