

# Terms and Conditions

*LICENSED • INSURED • PROFESSIONAL — [ameenamaid.com](https://ameenamaid.com)*

Effective Date: June 21, 2026 | These Terms and Conditions (“Terms”) govern all services provided by Ameena Maid (“we,” “us,” “our”) to clients (“client,” “you”). By booking, scheduling, or receiving a service from Ameena Maid, you agree to these Terms.

## 1. Applicability

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These Terms apply to all residential properties, apartment communities, and other service bookings made with Ameena Maid, regardless of whether the booking is made by phone, through our website, or through a third-party or partner platform (including realtors, property managers, and HOAs). These Terms apply to one-time, recurring, move-in/move-out, and post-construction services alike.

## 2. Booking Confirmation & Online Platform

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A booking is confirmed once the client receives confirmation of the scheduled date, time, and service type, whether by phone call, text, email, or notification through our online booking platform. It is the client's responsibility to review this confirmation and notify Ameena Maid promptly of any errors or changes needed. Use of our online platform is subject to these Terms in addition to any platform-specific terms of use.

## 3. Payment Terms, Pricing & Quote Adjustments

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Pricing is based on the size of the home, the type of cleaning requested, and the frequency of service, with discounted rates available for recurring clients. Quotes provided prior to an in-home or virtual walkthrough are estimates only. Ameena Maid reserves the right to adjust the final price if the home's actual size, condition, or scope of work differs materially from what was described at the time of booking. Payment is due at the time of service unless other arrangements have been made in advance. All payments are processed securely.

## 4. Cancellations, Reschedules & Lockouts

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Clients are requested to provide at least 48 hours' notice to cancel or reschedule an appointment.

Late cancellations (less than 48 hours' notice): a fee of 50% of the scheduled service price applies.

Same-day cancellations or no-shows: a fee of 100% of the scheduled service price applies.

If our team is unable to access the property at the scheduled time through no fault of Ameena Maid — including an incorrect lockbox or gate code, an unanswered door, or no one present to grant access where required — the appointment is treated as a same-day cancellation and the full service fee applies.

## 5. Arrival Window & Delays

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Appointments are scheduled within an estimated arrival window rather than an exact time, to account for the variable length of prior appointments. We will make reasonable efforts to notify clients of any significant delay. Occasional delays caused by traffic, weather, or an extended prior appointment do not constitute a breach of these Terms.

## 6. Satisfaction Guarantee & Reclaims

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If any area of your home was not cleaned to your expectation, contact us within 24 hours of service completion and we will return to address the area(s) in question at no additional cost. Reclaim requests made after the 24-hour window, or requests involving tasks outside the original scope of service, are evaluated on a case-by-case basis and may not be eligible under this guarantee.

## 7. Client Responsibilities

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Clients are responsible for securing or disclosing fragile, valuable, sentimental, or hazardous items prior to a cleaning, and for disclosing any pets, access instructions, alarm codes, or known hazards in advance of arrival. Clients should ensure our team has safe, clear access to the areas being serviced.

## 8. Scope of Service & Service Limitations

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Service is limited to the tasks included in the package booked (Standard Maintenance Clean, Deep Clean, move-in/move-out clean, post-construction clean, or any add-on tasks agreed upon at booking). Ameena Maid does not provide handyman, structural repair, pest control, mold remediation, or biohazard cleanup services. Requests outside the agreed scope may be declined at the time of service or quoted separately.

## 9. Unsafe Conditions & Service Refusal

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Ameena Maid reserves the right to refuse or discontinue service in any home presenting unsafe conditions, including but not limited to pest infestation, hazardous materials, weapons left in plain view, or aggressive or unrestrained pets, or any condition that poses a risk to our team's health or safety. The scheduled service fee may still apply when service is refused or discontinued for these reasons.

## 10. Property Condition & Special Service Requirements

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Clients should disclose unusual property conditions in advance — such as excessive clutter, hoarding-level buildup, active renovation, or significant pet or odor concerns — as these may require a Deep Clean rather than a Standard Maintenance Clean, additional time, or an adjusted quote. Any special service requirements, including specific products, equipment, or scheduling needs, should be communicated at the time of booking.

## 11. Damage Claims & Missing Items

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Any damage or missing item must be reported to Ameena Maid within 24 hours of service. Claims reported after this window may not be eligible for review. We investigate all reported claims in good faith and, where appropriate, coordinate repair, replacement, or reimbursement through our insurance.

## 12. Limitation of Liability

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To the fullest extent permitted by law, Ameena Maid's total liability for any claim arising from our services is limited to the cost of the service provided. Ameena Maid is not liable for pre-existing damage, normal wear and tear, or damage resulting from items, fixtures, or surfaces that were defective, improperly installed, or already compromised prior to service.

### **13. Photos & Documentation**

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Our team may take before-and-after photos of serviced areas for quality assurance, training, and dispute-resolution purposes. These photos are treated as confidential client information and are not used publicly (for example, in marketing or on our website or social media) without the client's separate written consent.

### **14. Team Assignments**

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Ameena Maid assigns cleaning teams based on availability, location, and the scope of the job. While we make reasonable efforts to provide consistent teams for recurring clients, team assignments may vary due to scheduling, staffing, or service needs.

### **15. Direct Hiring & Non-Solicitation**

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Clients agree not to directly hire, solicit, or engage any current or former Ameena Maid team member for cleaning services outside of Ameena Maid for a period of 12 months following that team member's last service visit, except through Ameena Maid. A placement or referral fee of 75% of the amount Ameena Maid LLC. would have charged for the cleaning-related work performed.

### **16. Holidays & Scheduling Adjustments**

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Ameena Maid observes major U.S. holidays and adjusts scheduling accordingly. Clients with recurring service scheduled on or near an observed holiday will be contacted in advance to reschedule to the nearest available date.

### **17. Privacy**

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Ameena Maid handles all client information — including contact details, access codes, and payment information — with care and confidentiality. We do not sell or share client information with third parties except as necessary to provide the booked service or as required by law.

### **18. Dispute Resolution & Arbitration**

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Clients are encouraged to contact Ameena Maid directly first to resolve any concern or dispute. If a dispute cannot be resolved informally, the parties agree that it will be resolved through binding arbitration on an individual basis, rather than in court, except where prohibited by applicable law.

### **19. Governing Law**

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These Terms are governed by the laws of the State of Ohio, without regard to its conflict-of-law principles.

### **20. General Terms**

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If any provision of these Terms is found unenforceable, the remaining provisions remain in full force. Ameena Maid may update these Terms from time to time, with the most current version posted at

ameenamaid.com. Continued use of our services after an update constitutes acceptance of the revised Terms.

Questions about these Terms can be directed to (614) 632-7209/[ameenamaidllc@gmail.com](mailto:ameenamaidllc@gmail.com).