

Strive for a Five

CONTRACT LIBRARY

Templates A to P

Australian edition

Sixteen plain-English templates for short-stay cleaning work

Checked October 2026

Free to download and use. striveforafive.com

Free to use — please read first

These templates are free, and they're a starting point, not a finished contract. They are general information only. They are not legal advice, and Strive for a Five is not a law firm.

Laws differ between states, territories and countries, they change over time, and every cleaning business and every client is different. A template can't know your situation.

Before you use, sign or send any of these documents, please have them reviewed by a qualified legal practitioner where you work. In Australia that's a solicitor or lawyer with a current practising certificate. Your state or territory law society can point you to one.

By downloading, you agree that you use the templates at your own risk and that, to the extent the law allows, Strive for a Five isn't liable for any loss that comes from using them.

Contents

Template A: Short-Stay Cleaning Services Agreement	4
Template B: Scope of Works Schedule	9
Template C: Subcontractor Agreement (Cleaner and Helper)	13
Template D: Commercial Housekeeping Agreement	16
Template E: Key, Access & Security Agreement	23
Template F: Variation Form	26
Template G: Quote / Proposal for a Turnover Service	28
Template H: Incident & Damage Report	30
Template I: Four Letters for Hard Moments	32
Template J: Pre-Signing Checklist, 15 Questions to Ask	35
Template K: Ongoing Commercial Cleaning Services Agreement	37
Template L: "Upon Payment of This Account" Invoice Wording	42
Template M: Renewal Reminder Notice	44
Template N: Notice of Termination (Contractor)	45
Template O: Deed of Mutual Termination and Release	47
Template P: Eight Replies for Awkward Client Moments	50

Read before you sign: official Australian pages

- **Unfair contract terms and contracts generally:** [ACCC: Contracts](#)
- **Independent contractors:** [Fair Work Ombudsman: Contractor entitlements and support](#)
- **Employee or contractor (tax view):** [ATO: Difference between employees and independent contractors](#)
- **Tax invoices and GST:** [ATO: Tax invoices](#)
- **Small business disputes:** [ASBFEO: Disputes and assistance](#)

Template A: Short-Stay Cleaning Services Agreement

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

1. Parties

1.1 **The Host** (the person or business who needs the cleaning):

- Name / business name: _____
- ABN (if any): _____
- Address: _____
- Phone and email: _____

1.2 **The Cleaner** (the person or business providing the cleaning):

- Name / business name: _____
- ABN: _____
- Registered for GST? Yes ☐ No ☐
- Phone and email: _____

1.3 If the Host is a property manager acting for an owner, the Host confirms they have the owner's authority to sign this agreement and to give the access described below.

2. The property

2.1 Property address: _____

2.2 Number of bedrooms _____ bathrooms _____ Max guests _____

2.3 Special features (spa, BBQ, outdoor area, pets allowed, etc.): _____

3. The services

3.1 The Cleaner will clean the property after each guest stay (a "turnover") as described in the **Scope of Works Schedule** (Template B) attached to this agreement.

3.2 Typical turnover window: check-out _____ am/pm to check-in _____ am/pm.

3.3 The Cleaner will tell the Host as soon as practical if the work can't be finished in the window, and why.

3.4 Extra work not in the Schedule (for example, deep cleans, carpet cleaning, oven cleaning) is an add-on and needs the Host's agreement first, by message or email.

4. Fees and invoicing

4.1 The fees are set out in the Schedule. Standard turnover fee: \$_____ per clean.

4.2 Add-ons are charged at the rates in the Schedule, or at \$_____ per hour if not listed.

4.3 The Cleaner will invoice: weekly ☐ fortnightly ☐ monthly ☐ per clean ☐.

4.4 Each invoice will show the date of each clean, the property, the services, the amount, and the Cleaner's ABN. If the Cleaner is registered for GST, the invoice will be a tax invoice.

5. GST

5.1 All prices in this agreement are: **including GST** ☐ **excluding GST** ☐ **not subject to GST (Cleaner not registered)** ☐.

5.2 If GST applies and the prices are shown without it, the Host will pay the GST in addition. The ATO's page on tax invoices explains what a tax invoice includes.

6. Payment terms

6.1 The Host will pay each invoice within _____ days of receiving it.

6.2 Payment method: bank transfer ☐ other ☐ _____

6.3 Bank details: BSB _____ Account number _____ Account name _____

6.4 If a payment is late, the Cleaner may pause further cleans after giving _____ days' written notice (a message counts). The parties will try to agree on a payment plan first.

6.5 If the Host disputes part of an invoice, they will pay the undisputed part on time and tell the Cleaner what is disputed and why.

7. Access and keys

7.1 Access method: key ☐ lockbox ☐ smart lock code ☐ in person ☐

7.2 Key or code details are shared privately and not written into this agreement. The Cleaner will keep them secure and will not copy keys or share codes without the Host's permission.

7.3 If the Cleaner loses a key or suspects a code has been shared, they will tell the Host straight away so it can be changed. The Host and Cleaner will talk about who covers the cost of re-keying if the loss was the Cleaner's fault.

7.4 The Cleaner will lock up and re-set alarms or smart locks on leaving.

7.5 The Cleaner will only enter the property for agreed cleans, unless the Host asks otherwise.

8. Consumables, linen and equipment

8.1 **Cleaning products and equipment** are supplied by: Cleaner ☐ Host ☐ shared ☐ (details: _____)

8.2 **Guest consumables** (toilet paper, soap, tea, coffee, tissues, bin bags, etc.) are supplied and paid for by the Host. The Cleaner will restock them from the Host's supply and will tell the Host when stock is low.

8.3 **Linen and towels:** supplied and washed by: Host ☐ Cleaner ☐ laundry service ☐. If the Cleaner washes linen, the extra fee is \$_____ per load / per clean.

8.4 The Host will provide a safe place to store supplies at the property.

9. Damage, breakage and maintenance reporting

9.1 The Cleaner will report any damage, breakage, stains, missing items or maintenance problems found during a clean, with photos where possible, within _____ hours.

9.2 The Cleaner will report accidental damage they cause as soon as they notice it, honestly and without delay.

9.3 The parties agree that reasonable wear and tear, and damage that was already there, is not the Cleaner's responsibility.

9.4 Any claim for damage caused by the Cleaner will be discussed fairly, with the photos from the Scope of Works Schedule as the starting evidence, and may be dealt with through the Cleaner's insurance (see clause 11).

10. Lost property

10.1 The Cleaner will photograph any guest belongings found and tell the Host within _____ hours.

10.2 The Cleaner will keep items secure, in the place the Host chooses, and will not keep, use or give away anything found.

10.3 Money, jewellery, medication or documents are reported immediately and left untouched where possible.

11. Insurance

11.1 **The Cleaner** holds (tick what applies): public liability ☐ insurance for their own tools ☐ other ☐
_____. Insurer/policy details are available on request.

11.2 **The Host** holds building and contents insurance for the property and public liability (or the property owner does). The Host confirms the property is insured for guest and visitor use.

11.3 Each party will tell the other if their cover ends or changes.

12. Work health and safety

12.1 Both parties will work together to keep the property and the work safe.

12.2 The Host will tell the Cleaner about known hazards (slippery surfaces, loose stairs, aggressive pets, pest treatments, asbestos, etc.), provide safe access, and keep cleaning chemicals stored safely.

12.3 The Cleaner will use products as the label directs, not mix chemicals, wear suitable gear, and tell the Host about hazards found on site.

12.4 Either party can stop work and raise a safety concern at any time without penalty. Neither party should take risks to meet a deadline.

12.5 Injuries and near-misses at the property are reported to the Host the same day. Safe Work Australia and your state or territory regulator publish guidance on the topic; check them for what applies to your situation.

13. Cancellations and same-day changes

13.1 **Cancellations by the Host:** with at least _____ hours' notice, no fee. With less notice, the Host pays _____% of the standard fee.

13.2 **Same-day or short-notice requests** (early check-in, late check-out, extra guests, urgent re-clean): the Cleaner will try to help but isn't obliged to. A short-notice surcharge of \$_____ applies.

13.3 **If the Cleaner can't attend** (illness, emergency), they will tell the Host as early as possible and try to arrange a replacement, with the Host's agreement.

13.4 **Guest complaints:** if a guest raises a cleaning concern, the Host will send details and photos within _____ hours, and the Cleaner will return to fix any genuine miss at no charge within _____ hours where possible.

14. Confidentiality and guest privacy

14.1 The Cleaner will keep private anything they learn about the Host's business, the guests and the property: guest names, bookings, belongings, the property's security details and so on.

14.2 The Cleaner will not photograph guests or share photos of guest belongings, except for reporting damage or lost property to the Host.

14.3 The Cleaner will not post about the property, guests or the Host on social media without written permission.

14.4 These obligations continue after this agreement ends.

15. Independent contractor status

15.1 The parties intend that the Cleaner provides services as an independent business, not as an employee of the Host. This reflects what they have discussed and expect, for example:

- the Cleaner decides how the work is done, within the agreed standard;
- the Cleaner can work for other clients;
- the Cleaner may send a suitably qualified substitute or helper (see clause 15.3), if the Host agrees;
- the Cleaner invoices for the result (a clean), rather than being paid for hours as a wage;
- the Cleaner supplies their own equipment unless agreed otherwise in clause 8.

15.2 The parties understand that a label in a contract does not decide whether someone is an employee or a contractor. What decides it is the real working relationship. If the real relationship turns out to be different, the parties should talk about it and fix the arrangement. The Fair Work Ombudsman and the ATO both publish guides on the difference; both parties should read them before signing, and get advice if unsure.

15.3 The Cleaner may use a helper or subcontractor with the Host's prior written agreement (message or email is fine). The Cleaner stays responsible for the quality of the work and for the helper's pay, tax and super where applicable.

15.4 The Cleaner is responsible for their own tax, GST (where registered), super arrangements and insurance.

16. Term and termination

16.1 This agreement starts on ____ / ____ / _____ and continues:

- until ____ / ____ / _____ (fixed term) ☐
- until either party ends it (ongoing) ☐

16.2 Either party may end this agreement by giving _____ days' written notice (a message or email counts).

16.3 Either party may end it immediately by written notice if the other:

- seriously breaches this agreement and doesn't fix it within _____ days of being told;
- acts in a way that puts people or property at serious risk; or
- becomes insolvent.

16.4 On ending, the Host pays for all work done up to the end date, and the Cleaner returns all keys, codes, access cards and property within _____ days.

17. Disputes

17.1 If a problem comes up, the parties will first talk to each other directly and try to sort it out within _____ days.

17.2 If that doesn't work, they will try mediation with an independent mediator they both agree on, sharing the cost equally.

17.3 Small businesses can also get free or low-cost information and help from the Australian Small Business and Family Enterprise Ombudsman (ASBFEO). See their Disputes and assistance page.

17.4 Nothing here stops either party from seeking help from a court or tribunal, or a government agency, where the law allows.

18. General

18.1 This agreement, with the attached Scope of Works Schedule, is the whole agreement between the parties on this topic.

18.2 Changes must be in writing and agreed by both parties (a message or email confirming agreement is fine).

18.3 The laws of the state or territory of _____ apply.

18.4 If any part of this agreement is found to be unenforceable, the rest still applies.

19. Signatures

The Host

Signature: _____ Date: ____ / ____ / ____

Print name: _____

The Cleaner

Signature: _____ Date: ____ / ____ / ____

Print name: _____

Template B: Scope of Works Schedule

Attachment to the Short-Stay Cleaning Services Agreement between _____ (Host) and _____ (Cleaner), for the property at _____.

Template notice. This is a template only. It is not legal advice. Edit freely so it matches the property and the price. Both parties are encouraged to get independent legal advice before signing.

1. The Strive for a Five standard

1.1 The goal of every turnover is a property that a guest would be happy to rate five stars for cleanliness. That means:

- **Looks clean:** no marks, dust, hair, smears or streaks you can see.
- **Smells clean:** fresh, not heavily perfumed. No lingering odours.
- **Feels clean:** surfaces dry, bedding crisp, floors free of grit.
- **Ready to stay:** everything restocked, in its place, and set up as the Host's photos show.
- **Safe:** no spills, hazards or broken items left unreported.

1.2 **The five-minute guest walk-through.** Before leaving, the Cleaner walks the property as a guest would: front door in, bed, bathroom, kitchen, back out. Anything that would make a guest wince gets fixed or reported.

1.3 If this Schedule and a verbal instruction differ, the parties will follow this Schedule until they both agree to change it in writing.

2. Per-room checklist

Tick the tasks that are included in the standard turnover fee. Cross out anything not included.

Room / area	Task	Included
Entry and hallways	Sweep and mop floors	☐
	Wipe door handles, light switches, mirror	☐
	Dust ledges, skirting and picture frames	☐
	Empty shoe racks, check for left items	☐
Living areas	Dust surfaces, TV and shelves	☐
	Vacuum floors, rugs and under cushions	☐
	Wipe tables, remote controls and switches	☐
	Plump cushions, fold throws, arrange as per photos	☐
Bedrooms	Check games, books and extras are complete	☐
	Strip beds; check mattress protectors for stains	☐
	Make beds with fresh linen, as per the Host's style guide	☐
	Dust surfaces, bedside tables and headboards	☐
	Wipe mirrors and wardrobe handles	☐

Room / area	Task	Included
	Check under beds and in drawers for guest items	☐
	Vacuum or mop floors	☐
Bathrooms and toilets	Clean and disinfect toilet (inside, outside, base)	☐
	Scrub shower, bath, screen and tiles	☐
	Clean basin, taps and mirror (streak-free)	☐
	Empty bins, wipe the lid and replace liner	☐
	Check for hair in drains and plugholes	☐
	Restock toilet paper, soap, towels	☐
	Mop floor	☐
Kitchen	Wash, dry and put away dishes; run dishwasher if used	☐
	Wipe benches, splashback, sink and taps	☐
	Clean the microwave, kettle and toaster	☐
	Wipe the stovetop and exterior of the oven	☐
	Clean the fridge shelves; discard guest leftovers	☐
	Empty bins, replace liners	☐
	Restock tea, coffee, sugar and welcome items	☐
	Sweep and mop floor	☐
Laundry	Wash, dry and fold linen and towels (if included)	☐
	Clean the lint filter	☐
	Wipe the machine exteriors and the sink	☐
Outdoor and entertaining areas	Sweep patio, balcony and entrance	☐
	Wipe outdoor furniture and BBQ top	☐
	Empty outdoor bins and ashtrays	☐
	Check for rubbish and bottles	☐
Final checks	Windows and doors locked	☐
	Heating or cooling set as per Host's instruction	☐
	Lights off except those requested on	☐
	Report sent to Host with photos	☐

3. Add-ons price list

Add-ons are only done when the Host has agreed (message or email is fine). Prices below are \$ _____ including GST ☐ excluding GST ☐.

Add-on	Price	Notes
Oven deep clean	\$_____	Per oven
Fridge deep clean	\$_____	Emptied and wiped
Inside windows	\$_____	Per window / flat rate
Window tracks and screens	\$_____	
Carpet spot-treat	\$_____	Per stain
Pet hair extra	\$_____	Per clean
Extra guest bed made	\$_____	Per bed
Laundry per load	\$_____	If not included
BBQ deep clean	\$_____	
Balcony or deck wash	\$_____	
Short-notice surcharge	\$_____	Under _____ hours' notice
Excess mess or rubbish removal	\$_____	Per hour / flat
Other: _____	\$_____	

4. Photo evidence

4.1 Photos protect both of you: the Host can see the clean was done, and the Cleaner can show the property's condition when they arrived and when they left.

4.2 For every clean, the Cleaner takes, saves and sends the following photos:

- **On arrival:** each room, as found, and any damage, mess or missing items.
- **On leaving:** each room, finished and ready for the guest. At minimum: each bed, each bathroom, the kitchen bench, the living area and the entry.
- **Anything unusual:** damage, stains, pests, spills, broken items, left-behind guest belongings.

4.3 Photos are sent to the Host by ☐ shared album ☐ message ☐ email ☐ app: _____ within _____ hours of finishing.

4.4 Photos are kept for _____ days and used only to confirm cleans, report problems and deal with disputes. They are not shared or posted elsewhere (see clause 14 of the main agreement).

4.5 The Cleaner avoids photographing guests, and avoids photographing personal documents or valuables beyond what's needed to report an issue.

5. Re-cleans and quality issues

5.1 If the Host finds something that doesn't meet this Schedule, they tell the Cleaner within _____ hours with a photo and the room. The Cleaner will fix it as soon as possible (see clause 13.4 of the main agreement).

5.2 If something was missed because it wasn't in this Schedule, it's an add-on, and the parties will update the Schedule.

6. Schedule details

- Services start date: ____ / ____ / _____
- Standard turnover fee: \$_____
- Cleaning time allowed (estimate): _____ hours
- Linen set per bed (sheets / pillowcases / towels): _____
- Special instructions (alarms, bins, pets, parking): _____

The Host signature: _____ Date: ____ / ____ / _____

The Cleaner signature: _____ Date: ____ / ____ / _____

Template C: Subcontractor Agreement (Cleaner and Helper)

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

1. Parties

1.1 The Cleaner (the main contractor):

- Name / business name: _____
- ABN: _____
- Phone and email: _____

1.2 The Helper (the subcontractor):

- Name / business name: _____
- ABN: _____
- Registered for GST? Yes ☐ No ☐
- Phone and email: _____

2. Background

2.1 The Cleaner has an agreement with a Host or property manager to clean short-stay properties. The Cleaner wants to engage the Helper to help with some of that work.

2.2 The Cleaner confirms they have the Host's agreement for a helper or subcontractor to work on the property (or will get it before the Helper starts).

3. The work

3.1 The Helper will carry out cleaning work at these properties: _____

3.2 The work is as set out in the Scope of Works Schedule for those properties, a copy of which the Cleaner will give the Helper before starting.

3.3 Dates and times are agreed job by job, by message or call. Either party can say no to a particular job.

3.4 The Helper does the work to the "Strive for a Five" standard described in the Schedule, including the photo evidence.

4. Payment

4.1 The Cleaner will pay the Helper: \$_____ per clean ☐ \$_____ per job/task ☐ \$_____ per hour ☐ (explain how hours are counted: _____).

4.2 Prices are **including GST** ☐ **excluding GST** ☐ **no GST (Helper not registered)** ☐.

4.3 The Helper will send an invoice with the Helper's ABN, the dates and jobs done, and the amount. If registered for GST, it will be a tax invoice.

4.4 The Cleaner will pay within _____ days of receiving the invoice, by bank transfer to: BSB _____ Account _____ Account name _____

4.5 The Cleaner pays the Helper whether or not the Host has paid the Cleaner yet, unless both agree otherwise in writing here: _____

5. How the work is done

5.1 The Helper decides how to carry out the work, within the agreed standard and the Host's property rules.

5.2 The Helper brings their own tools and cleaning products unless agreed otherwise here:

5.3 The Helper may work for other clients, and may say no to jobs.

5.4 The Helper may, with the Cleaner's agreement, send a suitably capable replacement. The replacement must follow this agreement, and the Helper remains responsible for their work.

5.5 The Helper will fix any genuine miss within _____ hours, at no charge, where possible.

6. Independent contractor status

6.1 The parties intend that the Helper works as an independent business and not as an employee of the Cleaner. This reflects what they have discussed: the Helper invoices for the work, uses their own tools, can accept or decline jobs, can work for others and decides how the work is done.

6.2 The parties understand that the label in a contract doesn't decide the issue. The real working relationship does. If the real working relationship changes or turns out to be different, they should talk about it and fix the arrangement. The Fair Work Ombudsman and the ATO publish guides on the difference. Both parties should read them, and get advice if unsure.

6.3 The Helper is responsible for their own tax, GST (where registered), super arrangements and insurance. The Cleaner does not deduct tax from payments unless the law requires it (the ATO explains when).

7. Insurance

7.1 The Helper holds (tick what applies): public liability ☐ personal accident / income protection ☐ none ☐.

7.2 The Cleaner holds (tick what applies): public liability ☐ that covers the Helper's work on the Cleaner's jobs ☐ (confirm with the insurer).

7.3 Each party will tell the other if their cover changes.

8. Work health and safety

8.1 Both parties will work together to keep the work safe.

8.2 The Cleaner will pass on the Host's safety information (hazards, access, pets, chemical storage).

8.3 The Helper will use products as the label directs, not mix chemicals, wear suitable gear, and report hazards or injuries to the Cleaner the same day.

8.4 The Helper can stop work and raise a safety concern at any time without penalty.

9. Keys, access, confidentiality and guest privacy

9.1 The Helper keeps keys and codes secure, never copies or shares them, returns them when asked and reports any loss straight away.

9.2 The Helper keeps private everything they learn about the Host, guests and property, doesn't photograph guests, and doesn't post about the property or guests anywhere.

9.3 The Helper reports damage, breakage and lost property to the Cleaner straight away, with photos. Found items are never kept.

9.4 These obligations continue after this agreement ends.

10. Cancellations

10.1 Either party gives as much notice as possible if they can't do a job.

10.2 If the Cleaner cancels a job with less than _____ hours' notice, the Cleaner pays the Helper _____% of the usual fee.

10.3 If the Helper cancels with less than _____ hours' notice, the Helper will try to arrange a suitable replacement.

11. Term and ending

11.1 This agreement starts on ____ / ____ / _____ and continues until either party ends it by giving _____ days' written notice (a message or email counts).

11.2 Either party may end it immediately by written notice if the other seriously breaches this agreement, puts people or property at serious risk, or becomes insolvent.

11.3 On ending, the Cleaner pays for work done, and the Helper returns all keys, codes and materials.

12. Disputes

12.1 The parties will talk first and try to sort out any issue within _____ days.

12.2 If that doesn't work, they will try mediation with an independent mediator both agree on, sharing the cost equally.

12.3 Small businesses can also get free or low-cost information and help from ASBFEO (see their Disputes and assistance page).

12.4 Nothing here stops either party from seeking help from a court, tribunal or government agency.

13. General

13.1 This is the whole agreement between the parties on this topic. Changes must be agreed in writing (message or email is fine).

13.2 The laws of the state or territory of _____ apply.

13.3 If any part is found to be unenforceable, the rest still applies.

14. Signatures

The Cleaner

Signature: _____ Date: ____ / ____ / _____

Print name: _____

The Helper

Signature: _____ Date: ____ / ____ / _____

Print name: _____

Template D: Commercial Housekeeping Agreement

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: For an ongoing housekeeping contract between a cleaning business and a motel, hotel or serviced apartment operator, where you clean many rooms a day with a team.

Use Template A instead for a single holiday home or BnB.

1. Parties

1.1 The Operator (the motel, hotel or serviced apartment business):

- Business name: _____
- ABN: _____
- Property name and address: _____
- Contact person, phone and email: _____

1.2 The Contractor (the cleaning business):

- Business name: _____
- ABN: _____
- Registered for GST? Yes ☐ No ☐
- Contact person, phone and email: _____

1.3 If the Operator manages the property for an owner, the Operator confirms they have the owner's authority to sign this agreement.

2. The services

2.1 The Contractor will provide housekeeping services at the property: room cleans, stayover refreshes, public areas and laundry as ticked below.

- Departure (checkout) clean ☐
- Stayover / refresh service ☐
- Public areas (lobby, corridors, amenities) ☐
- Laundry of linen and towels ☐
- Other: _____

2.2 The detailed tasks for each room type are in the Housekeeping Scope Schedule attached to this agreement (Template B can be adapted for this). If the Schedule and a verbal instruction differ, the Schedule applies until both parties agree to change it in writing.

2.3 Agreed hours of service: _____ am to _____ pm, _____ days a week.

3. Volume and rooms per day

3.1 Total rooms at the property: _____ Room types: _____

3.2 Expected volume: between _____ and _____ rooms a day, averaging about _____.

3.3 The Operator will give the Contractor the day's room list (departures, stayovers, priority rooms) by _____ am each day, or by _____ pm the night before.

3.4 If the room list changes by more than _____ rooms on the day, the parties will talk about extra staff. Extra hours are charged at \$_____ per hour.

3.5 A **"turnover"** means: _____ (for example: a departure room stripped, cleaned, remade and inspected, ready for the next guest).

3.6 A **"same-day turnover"** means: a room checked out and re-let on the same day, to be ready by _____ pm. Same-day turnovers are charged at \$_____ per room.

4. Service levels

4.1 The goal is a room a guest would happily rate five stars for cleanliness. The Contractor will clean to the standard in the Schedule.

4.2 Target times: departure room _____ minutes, stayover _____ minutes. These are planning figures, not a speed limit. Quality comes first.

4.3 Rooms are ready for check-in by _____ pm each day, as long as rooms are vacated by _____ am and the room list is given on time.

4.4 If the Operator's late checkouts, late room lists or blocked rooms stop the Contractor reaching the target, the Contractor isn't in breach for that delay.

5. KPIs and room inspections

5.1 The Operator may inspect up to _____ rooms a day, or _____% of rooms cleaned, using the Inspection Score Sheet below.

5.2 Each room is scored out of 100. A score of _____ or more passes. The target average across a month is _____.

Area	Points
Bedroom: bed, surfaces, floor	_____ / 25
Bathroom: toilet, shower, basin, floor	_____ / 30
Kitchenette / living (if any)	_____ / 15
Restocking and presentation	_____ / 15
Smell, dust, hair and visible marks	_____ / 15

5.3 Inspection results are shared with the Contractor within _____ hours, with photos of anything marked down.

5.4 A room that fails is re-cleaned by the Contractor at no charge, as soon as practical and before the next guest arrives where possible.

5.5 If the monthly average falls below _____ for _____ months in a row, the parties will meet, agree an improvement plan and set a date to check again.

5.6 Scores are used to help the Contractor improve, not to reduce payment, unless the parties write a payment adjustment here: _____

5.7 Guest complaints about cleanliness are passed on with the room number, date, and photos where available, within _____ hours.

6. Staff and supervision

6.1 The Contractor provides enough trained staff for the agreed volume, and a named supervisor: _____ (phone: _____).

6.2 The Contractor is responsible for recruiting, training, rostering, supervising and paying its own staff, including wages, super and leave where they are employees. The Operator does not direct individual workers.

6.3 The Operator gives site instructions (access, guest requests, priority rooms) to the supervisor, who passes them on.

6.4 The Contractor can replace staff who aren't suitable. The Operator may ask, with reasons, for a particular worker not to return to the site, and the parties will discuss it fairly first.

6.5 Staff are trained in the Schedule, the property's rules and safe work, before working unsupervised.

7. Uniforms and ID

7.1 Contractor staff wear the uniform of the Contractor: _____ (or a uniform agreed with the Operator, supplied and paid for by _____).

7.2 Staff wear a visible ID badge showing the Contractor's name and the worker's first name.

7.3 Staff wear closed, non-slip shoes and the protective gear the task needs.

7.4 Staff leave the property's guest areas tidy and don't use guest facilities, unless the Operator agrees.

8. Chemicals, equipment and supplies

8.1 **Cleaning chemicals and equipment** are supplied by: Contractor ☐ Operator ☐ shared ☐ (details: _____).

8.2 **Guest consumables** (toilet paper, soap, tea, coffee, tissues, bin liners) are supplied and paid for by the Operator.

8.3 **Linen and towels** are supplied by the Operator ☐ Contractor ☐. Laundry is done by Operator ☐ Contractor ☐ outside laundry ☐.

8.4 The Operator provides a secure, lockable store and a space for the housekeeping trolleys.

8.5 The Contractor keeps a register of the hazardous chemicals it brings onsite, with the Safety Data Sheet (SDS) for each. The Operator keeps a copy of the register at: _____. The Contractor tells the Operator before bringing a new chemical.

8.6 Chemicals are used as the label directs, stored in labelled containers, never mixed, and kept out of guest reach.

9. Fees and invoicing

9.1 The fees are:

Service	Price
Departure clean, per room	\$ _____
Stayover refresh, per room	\$ _____
Same-day turnover, per room	\$ _____

Service	Price
Public areas, per visit / per month	\$ _____
Laundry, per kg / per load	\$ _____
Extra hours	\$ _____ per hour

9.2 Prices are **including GST** ☐ **excluding GST** ☐ **no GST (Contractor not registered)** ☐.

9.3 The Contractor invoices: weekly ☐ fortnightly ☐ monthly ☐. Each invoice shows the dates, rooms cleaned by type, the Contractor's ABN, and is a tax invoice if the Contractor is registered for GST.

9.4 The Operator pays within _____ days of receiving the invoice, by bank transfer to: BSB _____
Account _____ Account name _____.

9.5 If the Operator disputes part of an invoice, they pay the undisputed part on time and explain what is disputed and why.

9.6 If a payment is late, the Contractor may pause services after _____ days' written notice. The parties will try to agree on a payment plan first.

10. Rate review and CPI

10.1 The fees are fixed until ____ / ____ / _____.

10.2 After that, the fees are reviewed once a year, on the anniversary of the start date.

10.3 Each review will consider the Consumer Price Index (CPI) change over the past 12 months, as published by the Australian Bureau of Statistics, and any change in the Contractor's costs.

10.4 The Contractor gives the Operator at least _____ days' written notice of any proposed increase. If they can't agree, the old rates continue for _____ days while they talk, and either party can then end the agreement under clause 16.

10.5 Changes to what the Contractor does, or the rooms cleaned, are handled using the Variation Form (Template F).

11. Minimum notice

11.1 **Changes to volume:** the Operator gives at least _____ days' notice of an increase or decrease of more than _____ rooms a day on average.

11.2 **Closures and seasonal changes:** the Operator gives at least _____ days' notice of a closure, renovation or a lower season, so the Contractor can adjust rosters.

11.3 **Short notice:** if the Operator cancels booked staff with less than _____ hours' notice, the Operator pays for _____ hours per worker rostered, at \$ _____ per hour.

11.4 **Minimum shift:** the Contractor isn't required to roster staff for fewer than _____ hours in a shift.

12. Step-in and rectification

12.1 If the Operator believes the Contractor has not met the standard or a service level, they tell the Contractor in writing, with details and photos.

12.2 The Contractor then has _____ days (or _____ hours for a guest-ready problem) to fix it.

12.3 If the issue is not fixed in that time, the Operator may arrange for another cleaner to do the affected work (the "step-in") and the Operator may deduct the reasonable, documented cost of the extra clean from the next invoice, up to the amount the Contractor would have charged for that work. The step-in only covers the rooms or tasks that failed.

12.4 If the Operator steps in repeatedly (more than _____ times in _____ days), either party may start the process in clause 16 for serious breach.

12.5 The Contractor can step in too: if the Operator hasn't given access, the room list or supplies the Contractor needs, the Contractor isn't responsible for the delay.

13. Staff non-solicitation

13.1 During this agreement and for _____ months after it ends, neither party will actively recruit the other's staff who worked at the property, by approaching them directly to offer a job.

13.2 This clause does **not** stop:

- a worker from applying for a job on their own, or responding to a general job advertisement not aimed at the other party's staff;
- a worker from moving jobs;
- the Operator from hiring someone who has already left the Contractor for at least _____ months.

13.3 This clause is meant to be fair and no wider than needed to protect each party's investment in training its people. If a court finds it too wide, the parties intend it to be read as narrowly as the law needs.

13.4 If the Operator wants to take on a Contractor employee as its own staff, it will first talk to the Contractor about a reasonable placement fee of \$_____ or _____ weeks' notice.

14. Insurance and work health and safety

14.1 **The Contractor** holds (tick what applies): public liability ☐ (\$_____ cover) workers' compensation as required for its staff ☐ other ☐ _____. Certificates of currency are provided on request and when the policy renews.

14.2 **The Operator** holds building, contents and public liability insurance for the property, and confirms the property is insured for guest use.

14.3 Each party tells the other if their cover ends or changes.

14.4 Both parties cooperate on work health and safety. The Operator tells the Contractor about known hazards (wet areas, loose fittings, pest treatments, asbestos, aggressive animals), provides safe access, and keeps its own chemicals and equipment safe.

14.5 The Contractor trains its staff, uses safe work methods, and reports injuries and near-misses to the Operator the same day.

14.6 The Operator and Contractor each name a safety contact: _____ (Operator) and _____ (Contractor).

14.7 Either party can stop work and raise a safety concern at any time without penalty. Safe Work Australia and your state or territory regulator publish guidance; check them for what applies to your situation.

14.8 The Contractor's chemical and SDS register (clause 8.5) is available to the Operator and to any inspector.

15. Fair work and modern slavery

15.1 Pay and conditions. The Contractor promises that it pays its workers (employees and any subcontractors) in line with the law, and keeps records of their pay, super and hours. The Contractor will give the Operator a short written confirmation of this on request, once a year or when asked reasonably.

15.2 Modern slavery. The Contractor promises that it does not use forced labour, child labour, or deceptive recruitment, and will take reasonable steps to check that its subcontractors and suppliers do not either. Each party tells the other if it becomes aware of a serious issue.

15.3 Subcontracting. The Contractor won't hire another business to do the work onsite without the Operator's agreement, and stays responsible for the work.

15.4 Cleaning Accountability Framework (optional). Tick one:

- The Contractor is a member of, or is working towards, the Cleaning Accountability Framework ☐
- The parties will talk about whether to take part in the Cleaning Accountability Framework ☐
- Not applicable ☐

15.5 The Operator will not pressure the Contractor to accept prices or times that the Contractor reasonably says can't be met while paying fair wages.

16. Term and ending

16.1 This agreement starts on ____ / ____ / ____ and continues:

- until ____ / ____ / ____ (fixed term) ☐
- until either party ends it (ongoing) ☐

16.2 Either party may end this agreement by giving ____ days' written notice.

16.3 Auto-renewal. If this is a fixed term, it ☐ ends on the end date, ☐ renews for another ____ months unless either party gives written notice at least ____ days before the end date. The Contractor will remind the Operator of the end date ____ days beforehand.

16.4 Either party may end it immediately by written notice if the other:

- seriously breaches this agreement and doesn't fix it within ____ days of being told;
- acts in a way that puts people or property at serious risk; or
- becomes insolvent.

16.5 On ending, the Operator pays for all work done, and the Contractor returns all keys, codes, access cards and property within ____ days. Both parties will cooperate on a smooth handover.

17. Liability

17.1 Each party is responsible for loss or damage it causes through its own negligence or breach of this agreement.

17.2 The Contractor's liability for any one event is limited to the amount of its public liability insurance cover, or \$_____, whichever is lower, to the extent the law allows.

17.3 Neither party is liable for indirect loss, such as lost bookings, lost profit or loss of reputation, unless the law says otherwise.

17.4 The Contractor is not responsible for wear and tear, existing damage, or damage caused by guests.

18. Confidentiality and guest privacy

18.1 Each party keeps private what it learns about the other's business, and about guests, bookings, belongings and security details. This continues after the agreement ends.

18.2 Contractor staff don't photograph guests or post about the property, guests or the Operator.

18.3 Staff may photograph rooms and damage to report problems (see Template H).

18.4 Lost property is photographed, secured and reported to the Operator within _____ hours. It is never kept.

19. Keys, codes and access

19.1 Keys, codes, cards and alarms are handled under the Key, Access & Security Agreement (Template E), which forms part of this agreement.

20. Disputes

20.1 The parties talk first and try to resolve any issue within _____ days.

20.2 If that doesn't work, they try mediation with an independent mediator they both agree on, sharing the cost equally.

20.3 Small businesses can also get free or low-cost information and help from the Australian Small Business and Family Enterprise Ombudsman (ASBFEO). See their Disputes and assistance page.

20.4 Nothing here stops either party from seeking help from a court, tribunal or government agency.

21. General

21.1 This agreement, with its Schedules, is the whole agreement on this topic.

21.2 Changes must be in writing and agreed by both parties (see Template F).

21.3 The laws of the state or territory of _____ apply.

21.4 If any part is unenforceable, the rest still applies.

22. Signatures

The Operator

Signature: _____ Date: ____ / ____ / ____

Print name and position: _____

The Contractor

Signature: _____ Date: ____ / ____ / ____

Print name and position: _____

Template E: Key, Access & Security Agreement

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: Alongside any cleaning agreement, so keys, codes and alarms are covered in writing. It protects the property owner and keeps the cleaner from being blamed for things that aren't their doing.

1. Parties and property

1.1 The Host / Operator: _____ (ABN: _____)

1.2 The Cleaner / Contractor: _____ (ABN: _____)

1.3 Property or properties covered: _____

1.4 This agreement is part of the main cleaning agreement dated ____ / ____ / ____.

2. Access methods

2.1 The Cleaner is given access by (tick all that apply):

- Metal key ☐ Number of keys: _____
- Lockbox ☐ Location: _____
- Smart lock code ☐
- Key card / fob ☐ Number of cards: _____
- Alarm code ☐
- Gate / garage remote ☐
- Let in by the Host in person ☐

2.2 The Host keeps a record of every key, card and code issued. The Cleaner signs the Access Register below.

Item	Description / ID	Date issued	Cleaner initials
_____ _____	_____	____/____/____	_____
_____ _____	_____	____/____/____	_____
_____ _____	_____	____/____/____	_____

3. Looking after keys and codes

3.1 The Cleaner will keep keys, cards and codes secure at all times, and will:

- not copy keys or cards;
- not share codes, or tell anyone, including family and friends;
- not label keys with the property's address;
- not leave keys in vehicles, bags or public places;
- not leave a door unlocked or an alarm unset on leaving.

3.2 Codes are shared by a private message or in person, not written into this agreement. The Cleaner deletes old codes from their phone when they are changed.

3.3 If the Cleaner has a helper or staff who need access, the Host agrees to that in writing first and the Cleaner keeps a list of who has access.

3.4 The Cleaner only uses access for agreed cleans or other jobs the Host has asked for.

4. Smart locks and lockboxes

4.1 For a lockbox, the Cleaner closes it and spins the dials after each use.

4.2 For a smart lock, the Host will set up a code for the Cleaner (not a shared guest code) so the log shows who entered.

4.3 The Host may check entry logs. The Cleaner understands entries are recorded.

5. Code changes

5.1 The Host will change codes at least every _____ months, when a worker leaves, or if a code may have been shared.

5.2 The Host tells the Cleaner the new code privately, within _____ hours of the change, and before the next clean.

5.3 The Cleaner confirms receipt and tests the new code at the next visit.

5.4 If a code stops working, the Cleaner tells the Host straight away. The Cleaner won't force entry.

6. Alarms

6.1 If the property has an alarm, the Host explains how to arm and disarm it, and what to do if it goes off.

6.2 The Cleaner will disarm on arrival and set it on leaving.

6.3 If the alarm is triggered by mistake, the Cleaner follows the Host's instructions (for example, ring the monitoring company with the password supplied) and tells the Host.

6.4 The Host is responsible for any call-out fee for a false alarm caused by a wrong or changed code that the Cleaner wasn't told about. If the Cleaner caused the alarm by not following the steps in this agreement, the parties will talk about the cost fairly.

7. Loss, theft or suspected sharing

7.1 The Cleaner will tell the Host straight away, by phone and then in writing, if a key, card, remote or device is lost, stolen, damaged or seen by someone else, or a code may have been shared.

7.2 The Cleaner will say when and where it was last seen, and what steps they have already taken.

7.3 The Host will change the code or re-key as needed. The Host will aim to do this within _____ hours.

7.4 If the Cleaner reports promptly and honestly, the parties will not treat the report as an accusation. Honest reporting is what matters.

7.5 If a theft or break-in is suspected, the Cleaner doesn't re-enter, and calls Triple Zero (000) if there is danger. The Host decides whether to report it to the police.

8. Liability for lost keys

8.1 The Cleaner is responsible for the reasonable, documented cost of replacing a lost key, card or remote, and of re-keying or reprogramming locks, **if** the loss happened because of the Cleaner's carelessness or breach of clause 3.

8.2 That cost is capped at \$_____ for each incident and \$_____ in total for any 12-month period. Costs above the cap are the Host's.

8.3 The Cleaner isn't responsible if:

- the key was already worn, faulty or badly cut;
- the loss was caused by the Host, a guest or someone the Host gave access to;
- the key was stolen despite the Cleaner following clause 3;
- the property's locks were due for replacement.

8.4 The Cleaner is not responsible for loss of items or damage caused by someone who got in using a lost key, unless the law says so or the Cleaner failed to report it as per clause 7.

8.5 The Host provides quotes or invoices for any re-keying costs claimed.

8.6 Nothing in this clause limits what the parties may recover under their insurance.

9. Returning access

9.1 When the agreement ends, or the Host asks, the Cleaner returns all keys, cards, remotes and devices within _____ days, and deletes the saved codes.

9.2 The Host ticks off the Access Register when each item is returned.

10. Privacy and security

10.1 The Cleaner won't give out the property's address, access methods or alarm details, to anyone.

10.2 The Cleaner will lock up, close windows and doors, set the alarm, and report any security concerns (broken locks, open windows, signs of forced entry).

11. Ending and disputes

11.1 This agreement ends when the main cleaning agreement ends, with clause 9 and clause 10 continuing.

11.2 Disputes are handled the same way as in the main agreement, starting with a conversation and then mediation.

12. Signatures

The Host / Operator

Signature: _____ Date: ____ / ____ / ____

Print name: _____

The Cleaner / Contractor

Signature: _____ Date: ____ / ____ / ____

Print name: _____

Template F: Variation Form

Template notice. This is a template only. It is not legal advice. Both parties are encouraged to get independent legal advice before relying on it.

When to use this: Any time the scope, price, schedule or property changes during a contract, for example extra rooms, new tasks, a rate change or a new start date.

Complete one form per change, sign it, and attach it to the main agreement.

1. Details

- Variation number: _____
- Date of this form: ____ / ____ / _____
- Main agreement: _____ dated ____ / ____ / _____
- Between (Host / Operator): _____
- And (Cleaner / Contractor): _____
- Property: _____

2. What is changing

Tick all that apply:

- Scope of work (tasks added or removed) ☐
- Price or rates ☐
- Number of rooms or properties ☐
- Days, times or frequency ☐
- Supplies, linen or equipment ☐
- Staff or supervision ☐
- Term or notice periods ☐
- Other: _____ ☐

3. Description of the change

3.1 The old arrangement (what the agreement said):

3.2 The new arrangement (what will now apply):

3.3 Why the change is needed (optional):

4. Price and payment

4.1 Old price: \$_____ **New price:** \$_____ Prices are including GST ☐ excluding GST ☐.

4.2 The change is ongoing ☐ one-off ☐ for a set period ☐ until ____ / ____ / ____.

4.3 Effect on invoices: _____

4.4 Payment terms stay the same unless written here: _____

5. When it starts

5.1 The variation starts on ____ / ____ / ____.

5.2 Work already done before this date is paid at the old rates and terms.

6. Everything else stays the same

6.1 Everything in the main agreement not changed by this form continues to apply.

6.2 If this form and the main agreement disagree, this form applies to the item described above.

6.3 This variation takes effect only when both parties have signed or confirmed it in writing. A reply email saying "I agree to Variation No. ____" counts as confirmation.

7. Signatures

The Host / Operator

Signature: _____ Date: ____ / ____ / ____

Print name: _____

The Cleaner / Contractor

Signature: _____ Date: ____ / ____ / ____

Print name: _____

Template G: Quote / Proposal for a Turnover Service

Template notice. This is a template only. It is not legal advice. Both parties are encouraged to get independent legal advice before relying on it for ongoing work.

When to use this: To quote a new host or property manager for regular turnover cleans.

Keep it to one page. When it's accepted by signature or email, it becomes the start of your working agreement.

Quote for turnover cleaning

From: _____ (business name) ABN: _____

Phone: _____ Email: _____

Registered for GST? Yes ☐ No ☐

Prepared for: _____

Property: _____

Date of quote: ____ / ____ / _____ **Quote valid for:** ____ days

What I'll do

Each turnover is cleaned to the **Strive for a Five** standard: looks clean, smells clean, feels clean, ready to stay and safe. That includes:

- Bedrooms: beds stripped and made with fresh linen, surfaces dusted, floors done
- Bathrooms: toilet, shower, basin, mirrors and floors cleaned and disinfected
- Kitchen and living areas: benches, appliances, floors, restock
- Outdoor areas: swept and tidied
- Final walk-through as a guest, then photos sent to you
- Anything missing, broken or left behind reported with a photo

Not included (available as add-ons): _____

Price

Item	Price
Standard turnover clean	\$_____ per clean
Laundry (if included)	\$_____ per load
Extra guest bed, pet hair, deep clean add-ons	Per my add-on list
Short-notice clean (under ____ hours)	\$_____ extra

Prices are **including GST** ☐ **excluding GST** ☐ **no GST** ☐.

How it works

- **Turnover window:** check-out _____ to check-in _____
- **Supplies:** cleaning products and equipment from _____; guest consumables and linen from _____
- **Access:** key ☐ lockbox ☐ smart lock ☐
- **Invoicing:** _____ (weekly / fortnightly / monthly), payable within ____ days
- **Cancellation:** no charge with ____ hours' notice; ____% of the fee after that

- **Re-cleans:** if something was missed, tell me within _____ hours with a photo and I'll fix it at no charge
- **Insurance:** public liability ☐ details on request
- **Start date:** ____ / ____ / _____

I'm happy to put this into a full agreement (Template A and Template B) if you'd like to carry on after a trial of _____ cleans.

Accepting this quote

Accept by signing below, or by replying to my email with "I accept this quote."

Signature: _____ Name: _____ Date: ____ / ____ / _____

Template H: Incident & Damage Report

Template notice. This is a template only. It is not legal advice. It is a record-keeping form to help you document what happened.

When to use this: Straight after any damage, breakage, injury, near-miss, security issue or unusual finding at a property.

Fill it in the same day, attach photos, and keep a copy. It's your evidence if there's ever a question later.

1. Report details

- Report number: _____
- Date and time of incident: ____ / ____ / ____ at ____ am/pm
- Date and time of report: ____ / ____ / ____ at ____ am/pm
- Property and room: _____
- Reported by: _____ Phone: _____
- Business / company: _____

2. Type of incident (tick one or more)

- Damage found on arrival (already there) ☐
- Damage caused during cleaning ☐
- Breakage or loss ☐
- Stain, mould or pest found ☐
- Lost property found ☐
- Injury or near-miss ☐
- Chemical spill or exposure ☐
- Security issue (broken lock, forced entry, key or code loss) ☐
- Guest-related issue ☐
- Other: _____ ☐

3. What happened

Describe the facts in plain words: what you saw, what you did, in order. Stick to what you know.

4. Item or area affected

- Item / area: _____
- Brand / model / age (if known): _____
- Condition when you arrived: _____

- Condition now: _____
- Estimated repair or replacement cost (if known): \$ _____

5. Photos and evidence

- Photos taken: _____ (before ☐ after ☐ close-up ☐ wide shot ☐)
- Where saved: _____
- Arrival photos from this clean available? Yes ☐ No ☐
- Messages, logs or other evidence: _____

6. Who was there

- Cleaner(s) on site: _____
- Other people present (guests, staff, others): _____
- Witnesses: _____

7. If someone was hurt

- Name of person: _____
- Injury and first aid given: _____
- Medical help sought? Yes ☐ No ☐ Details: _____
- Told supervisor / Host at (time): _____
- Check your state or territory work health and safety regulator for whether the incident needs to be notified to them.

8. Action taken

- Immediate action: _____
- Host / Operator told by: phone ☐ message ☐ email ☐ at _____ am/pm
- Area made safe or secured? Yes ☐ No ☐
- Insurance contacted? Yes ☐ No ☐ Claim reference: _____

9. Follow-up

- What needs to happen next: _____
- Who will do it, and by when: _____
- How the Host or Operator responded: _____

10. Declaration

I confirm this report is true and complete to the best of my knowledge.

Reported by: _____ Date: ____ / ____ / ____

Received by (Host / Operator): _____ Date: ____ / ____ / ____

Receiving this report means it has been seen. It doesn't mean either party accepts responsibility.

Template I: Four Letters for Hard Moments

Template notice. These are templates only. They are not legal advice. Before sending a final notice or a termination letter, check your agreement and consider getting independent legal advice. Keep a copy of everything you send.

When to use these: For the awkward moments: an invoice that hasn't been paid, a final notice, ending a contract, or answering a complaint about a clean.

They run from friendly to firm. Start gently and keep it kind where you can.

Letter 1: Friendly overdue invoice reminder

Use when an invoice is a few days past due.

____ / ____ / ____

To: _____

From: _____ (ABN: _____)

Subject: Gentle reminder, Invoice No. _____

Hi _____,

I hope you're well and the bookings are keeping you busy.

I'm sending a quick reminder about Invoice No. _____ for \$_____, dated ____ / ____ / _____, which was due on ____ / ____ / _____. I've attached a copy in case it's easy to have in front of you.

If it's already been paid, thank you, and please ignore this note. If not, you can pay by bank transfer to:

BSB: _____ Account number: _____ Account name: _____

Reference: _____

If something is holding it up, such as a query about the invoice or a delay on your end, just let me know and we'll sort it out together.

Thank you for your business. I enjoy looking after your property.

Kind regards,

_____ (phone) | _____ (email)

Letter 2: Final notice before small claims

Use after reminders have gone unanswered and you've decided to take the next step.

____ / ____ / ____

To: _____

From: _____ (ABN: _____)

Subject: Final notice, overdue Invoice No(s). _____

Dear _____,

I'm writing about the following unpaid invoices for cleaning services at _____ under our agreement dated ____ / ____ / _____.

Invoice No.	Date	Due date	Amount
_____	___/___/___	___/___/___	\$ _____
_____	___/___/___	___/___/___	\$ _____
Total owing			\$ _____

I have contacted you about this on ___/___/___ and ___/___/___ (by phone / email / message), and so far the invoices remain unpaid.

I would much prefer to sort this out directly. To do that, please pay the total owing by ___/___/___ (at least ___ days from the date of this letter), by bank transfer to:

BSB: _____ Account number: _____ Account name: _____

If you can't pay in full, please contact me by ___/___/___ to agree a payment plan in writing. If something about the invoices is disputed, tell me what and why, and pay the part that isn't.

If I haven't heard from you or received payment by that date, I will consider other options to recover the money, including making a claim through the small claims process in my state or territory, and the costs permitted by that process. I would rather not take that step.

Thank you for dealing with this promptly.

Yours sincerely,

 _____ (phone) | _____ (email)

Letter 3: Notice of termination with notice period

Use to end a cleaning agreement properly, following the notice period in your contract.

___/___/___

To: _____

From: _____ (ABN: _____)

Subject: Notice of ending our cleaning agreement

Dear _____,

I am writing to give notice that I'm ending our cleaning agreement dated ___/___/___ for the property at _____, under clause _____ (Term and ending).

The notice period in our agreement is _____ days. This notice is given on ___/___/___, so the **last day of service will be** ___/___/___.

Until that date, I will continue to clean to the agreed standard, and I'm happy to help make the handover smooth. This could include:

- sharing the property checklist and photo records so a new cleaner can start easily;
- walking a replacement cleaner through the property;
- passing on supplier and product notes.

On or before the last day, I'll return all keys, cards, remotes and access devices, and delete saved codes. Please let me know where and how you'd like me to return them. Any invoices up to the last day will be sent as usual and are due under our payment terms.

(Choose one and delete the other.)

My reason is _____.

I've chosen not to give a reason, and I appreciate your understanding.

Thank you for the opportunity to work with you. I wish you and the property every success.

Yours sincerely,

_____ (phone) | _____ (email)

Letter 4: Response to a host disputing a clean (re-clean offer)

Use when a host or guest says a clean wasn't good enough.

____ / ____ / _____

To: _____

From: _____ (ABN: _____)

Subject: Your feedback on the clean at _____

Hi _____,

Thank you for telling me about the clean on ____ / ____ / _____. I take that seriously, and I'd like to put it right.

Here's what I understand from your message:

- _____
- _____

I've looked at my notes and my arrival and finish photos from that day. (Choose what fits and delete the rest.)

- I can see the point you raised in the photos, and I'm sorry we missed it.
- My photos show the area as clean when I left, and I've attached them. I understand things can change after a clean (a guest, a late check-out, wear), so let's look at it together.
- I'd like to see your photos for the areas you're concerned about, if you can send them. It helps me find what happened.

What I'm offering: I'll return to re-clean the areas you've listed, at no charge, on ____ / ____ / _____ at _____ am/pm, or at another time that suits you. Please tell me if that's not soon enough for your next guest and I'll try to fit you in.

Our agreement says re-cleans for genuine misses are free when raised within _____ hours with a photo, and this falls within that.

(If outside the agreement:) This request is outside the time frame in our agreement, but I'm happy to make a one-off exception because I want you to be happy.

I'd also welcome a quick chat if it would help me understand what you'd like to see differently in future. Getting it right matters to me, and I'd like to keep working with you.

Kind regards,

_____ (phone) | _____ (email)

Template J: Pre-Signing Checklist, 15 Questions to Ask

When to use this: Before you sign any cleaning contract, with a host, property manager, motel, hotel or agency. Take it to the meeting, tick the answers, and write down anything vague. A good client won't mind the questions.

Job: _____ Client: _____ Date: ____ / ____ / ____

#	Ask this	Why it matters	Their answer
1	Who supplies the linen, towels and consumables?	Washing, drying and ironing take time. If linen is yours, it's a big unpaid cost. Ask who pays for lost or stained linen too.	_____ ____
2	Who supplies the cleaning products and equipment?	Chemicals, vacuums and mops add up. Check there's a safe place to store them.	_____ ____
3	What exactly is a "same-day turnover"?	Ask for the check-out time, check-in time and how many hours you really get. A 2-hour window and a 5-hour window are different jobs.	_____ ____
4	How many rooms or properties a day, and is it guaranteed?	A "up to 20 rooms" and a "guaranteed 20 rooms" are different. Ask what happens in a quiet week.	_____ ____
5	What happens if the clean is cancelled, or guests check out late?	Ask what you're paid for the shift if the job disappears at the last minute, or if you wait around.	_____ ____
6	How and when do I get paid?	Ask for the invoice cycle, payment days, and the late-payment steps. Beware of "paid when the owner pays us".	_____ ____
7	What insurance am I asked to hold, and what does the client hold?	Ask for the amount in writing. Check you can afford and obtain it. Ask who is covered for guest injuries or theft claims.	_____ ____
8	Is my liability limited, or is it unlimited?	A contract that says you pay for "all loss" with no cap is a red flag. Look for a cap linked to your insurance.	_____ ____
9	Is there an indemnity clause, and what does it cover?	An "indemnify" clause can make you responsible for the client's losses, even ones you didn't cause. Ask what it covers, and ask for it to be limited.	_____ ____
10	Does the contract renew automatically, and how do I leave?	Check for auto-renewal, the notice period needed, and any exit fee. Note the dates in your diary.	_____ ____
11	Can the price change, and by how much?	Ask when rates are reviewed, whether CPI applies, and if the client can reduce your rates alone.	_____ ____
12	How is quality measured, and what happens if I fail an inspection?	Ask for the checklist or score sheet up front. Check you get a chance to fix a problem before any penalty.	_____ ____
13	What are the keys, codes and alarm rules, and who pays if one is lost?	Make sure there's a cap on replacement costs, and a clear process for reporting a loss.	_____ ____

#	Ask this	Why it matters	Their answer
14	Am I an employee, a contractor, or something else, and who controls the work?	The real working relationship matters more than the label. Read the Fair Work Ombudsman and ATO guides, and get advice if unsure.	_____ ____
15	Can I show this contract to a lawyer or adviser before signing?	The answer should be yes. Check also what happens if the client wants to change the terms later, and how.	_____ ____

Red-flag check

Stop and ask for advice if you see any of these:

- ☐ Unlimited liability, or "all loss and damage"
- ☐ A broad indemnity clause
- ☐ Auto-renewal with a long notice period or an exit fee
- ☐ Payment only when the client is paid
- ☐ Rates the client can change alone
- ☐ Penalties but no right to fix a problem first
- ☐ You're asked to sign on the spot
- ☐ The contract is very different from what was said in conversation

If it isn't in writing, it's hard to prove later. Get promises added to the contract, and keep your own signed copy.

These are templates, not legal advice. Please get independent legal advice before relying on any of them.

Template K: Ongoing Commercial Cleaning Services Agreement

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: For an ongoing contract where you clean an office, shopfront, common areas and/or accommodation for the same client, at a regular frequency.

Use Template A for a single short-stay property, or Template D for a large motel or hotel team.

1. Parties

1.1 The Client (the business who needs the cleaning):

- Business name: _____
- ABN: _____
- Address: _____
- Contact person, phone and email: _____

1.2 The Contractor (the cleaning business):

- Business name: _____
- ABN: _____
- Registered for GST? Yes ☐ No ☐
- Contact person, phone and email: _____

1.3 If the Client manages the premises for an owner, the Client confirms they have the owner's authority to sign this agreement and to give the access described below.

2. The premises and the services

2.1 The Contractor will clean the following areas (the "Premises"), as ticked:

- Office ☐
- Shopfront / retail area ☐
- Common areas (entry, corridors, stairs, bathrooms) ☐
- Accommodation units or rooms ☐
- Other: _____

2.2 Premises address: _____

2.3 The tasks for each area are set out in the **Services Schedule** (the table in clause 3, plus any task list attached). Template B can be adapted for the task list.

2.4 Work not in the Schedule is an extra and needs the Client's agreement first, in writing. Extras are charged at the rates in the Schedule, or at \$_____ per hour if not listed.

3. Services Schedule: areas, frequency and price

3.1 For each area, tick one frequency and write the price per visit. Cross out any row that doesn't apply.

Area	Per turnover	Weekly	Fortnightly	Monthly	Visit days / times	Price per visit
Office	☐	☐	☐	☐	_____	\$_____
Shopfront	☐	☐	☐	☐	_____	\$_____
Common areas	☐	☐	☐	☐	_____	\$_____
Accommodation	☐	☐	☐	☐	_____	\$_____
Other: _____	☐	☐	☐	☐	_____	\$_____

3.2 "Per turnover" means a clean after each guest stay. The Client will tell the Contractor about check-outs by _____ (method and time).

3.3 If a visit can't go ahead (for example, no access or the premises are closed), the Contractor will tell the Client, and the parties will agree on a make-up day or a fee for the missed visit of \$_____.

4. Fees, invoices and payment

4.1 The Contractor will invoice: per visit ☐ weekly ☐ fortnightly ☐ monthly ☐.

4.2 Each invoice will show the dates of the visits, the areas, the services, the amount and the Contractor's ABN. If the Contractor is registered for GST, the invoice will be a tax invoice.

4.3 Prices are: **including GST** ☐ **excluding GST** ☐ **not subject to GST** ☐.

4.4 The Client will pay each invoice within _____ days of receiving it, by bank transfer to: BSB _____
Account number _____ Account name _____.

4.5 If the Client disputes part of an invoice, they will pay the undisputed part on time and tell the Contractor what is disputed and why.

4.6 If a payment is late, the Contractor may pause visits after giving _____ days' written notice. The parties will try to agree on a payment plan first.

5. Term and automatic renewal

5.1 **Initial Term.** This agreement starts on ____ / ____ / _____ (the "Start Date") and runs for 12 months (the "Initial Term").

5.2 **Renewal.** Unless a party gives notice under clause 5.4, this agreement renews automatically at the end of the Initial Term, and at the end of each later term, for a further 12 months (each a "Renewal Term"). The Start Date's yearly anniversary is the "Anniversary".

5.3 **Maximum Term.** The Initial Term and all Renewal Terms together cannot go beyond 5 years from the Start Date (the "Maximum Term"). After that the agreement ends unless the parties sign a new one.

5.4 **Opting out of renewal.** Either party can stop the agreement renewing by giving written notice at least _____ days before the Anniversary. The agreement then ends on the Anniversary.

5.5 **Renewal reminder.** The Contractor will send the Client a written reminder between 30 and 60 days before each Anniversary. The reminder will state: the Anniversary date, the length of the next term, the price for the next term, and the last date the Client can opt out under clause 5.4. (Template M can be used.)

5.6 **If no reminder is sent.** If the Contractor does not send the reminder, the Client may still opt out of that renewal by giving notice at any time within _____ days after receiving a late reminder, and the agreement will end _____ days after that notice.

6. Price review at renewal

6.1 At each renewal the Contractor may change the price. The new price will be either (tick one):

- the old price increased by the percentage change in the CPI over the previous 12 months (use the all groups CPI for the capital city nearest the Premises, as published by the Australian Bureau of Statistics) ☐
- a new rate notified in the renewal reminder, up to a maximum increase of _____% ☐

6.2 If the Client does not accept the new price, they can opt out of the renewal by giving notice under clause 5.4. The agreement then ends on the Anniversary at the old price.

6.3 If the Client does not opt out by the date in the reminder, the new price applies from the first day of the Renewal Term.

7. Independent contractor relationship

7.1 The Contractor is an independent business. Nothing in this agreement makes the Contractor, or anyone the Contractor uses, an employee, partner or agent of the Client.

7.2 The Contractor decides **how**, **when** (within the visit windows agreed in the Schedule) and **in what order** the work is done. The Client sets the result they want, not the method.

7.3 The Contractor may use their own tools, products and equipment, unless the Schedule says otherwise.

7.4 The Contractor may engage helpers or a substitute to do the work. The Contractor stays responsible for the quality of the work and for paying their helpers. The Contractor will give the Client the name of anyone who will be on the Premises and will make sure they follow the access and safety rules in this agreement.

7.5 The Contractor invoices for their work, is responsible for their own tax, GST, super and insurance, and receives no wages, leave, or other employment entitlements from the Client.

7.6 The Client will not roster the Contractor, ask for timesheets, direct the Contractor's day or supervise the Contractor beyond what is needed to check that the agreed scope has been delivered. The Client may inspect the finished work and raise concerns about the results in writing.

8. Access, keys and security

8.1 Access method: key ☐ lockbox ☐ smart lock code ☐ in person ☐

8.2 Key or code details are shared privately and not written into this agreement. The Contractor will keep them secure and will not copy keys or share codes without the Client's permission.

8.3 The Contractor will tell the Client straight away if a key is lost or a code may have been shared.

8.4 The Contractor will lock up and re-set alarms on leaving. Template E can be attached for more detail.

9. Insurance, safety and damage

9.1 The Contractor holds public liability insurance (details on request). The Client holds insurance for the Premises and their contents.

9.2 Both parties will work together to keep the Premises and the work safe. The Client will tell the Contractor about known hazards. The Contractor will use products as the label directs.

9.3 The Contractor will report damage or maintenance problems found during a visit, and any accidental damage they cause, promptly and honestly. Reasonable wear and tear, and damage that was already there, is not the Contractor's responsibility.

10. Ending this agreement

10.1 Ending at the end of a term. Either party can end the agreement at the end of the Initial Term or a Renewal Term by giving notice under clause 5.4.

10.2 Termination for convenience. Either party can end this agreement at any time, without giving a reason, by giving the other at least _____ days' written notice.

10.3 Termination for breach. If a party breaks an important term of this agreement, the other party may give a written notice describing the breach and asking for it to be fixed within _____ days. If it is not fixed in that time, the other party may end the agreement by a further written notice. Late payment is a breach the Contractor may rely on only after the steps in clause 4.6.

10.4 Early termination by the Client within a term. (Choose one option and cross out the other.)

- **Option 1: No fee.** The Client may end the agreement within a term only under clause 10.2 or 10.3, and no early termination fee is payable.
- **Option 2: Early termination fee.** If the Client ends the agreement under clause 10.2 before the end of the current term, the Client will pay the Contractor an early termination fee equal to the **lesser of** (a) _____ months' fees at the average monthly amount invoiced over the previous 3 months, and (b) the fees that would have been payable for the rest of the current term. The parties agree this amount is a genuine pre-estimate of the Contractor's loss from the early ending (for example, lost work that cannot be quickly replaced and the cost of planning and set-up for this contract). It is not a penalty.

Note on Option 2: A fee like this should be a fair estimate of the real loss, not a punishment, and the fee clause may be tested if the amount is out of proportion. Think about what ending early really costs you, write your reasoning down, and check the fee with your legal adviser. The ACCC's page on unfair contract terms explains how small business contracts are looked at.

10.5 Mutual termination. This agreement can also end earlier if both parties sign a written agreement that states the end date (Template O can be used). A conversation, text or email that does not state an end date and is not signed by both parties does not end the agreement.

10.6 Notice is not resignation. A notice given under this agreement is a notice of termination of a services contract between two businesses. It is not a resignation, and neither party should describe it as one. The Client cannot bring forward an end date given in a valid notice, or treat the agreement as ended earlier, without the Contractor's written agreement. The same applies to the Client's own notice.

10.7 Notices. A notice must be in writing and sent to the email or address in clause 1. An email counts as received on the next business day after it is sent, unless the sender gets a failure message.

11. What happens at the end

11.1 On or before the last service date, the Contractor will return all keys, codes, cards and other property of the Client, and the Client will return any property of the Contractor.

11.2 The Contractor will send a final invoice within _____ days after the last service date. The Client will pay it within the usual payment time in clause 4.4.

11.3 The Contractor will remove their products and equipment from the Premises on or before the last service date. The Client will give reasonable access to do this.

11.4 Fees for work done up to the end date remain payable, even if the agreement ends early.

11.5 Clauses that by their nature continue after the agreement ends (payment, confidentiality, return of property) keep applying.

12. Disputes

12.1 If there is a disagreement, the parties will first talk it through in good faith and try to agree on a fix within _____ days.

12.2 If that doesn't work, they may try mediation or a small business dispute service (see ASBFEO in the list at the top), before going further.

12.3 Each party keeps doing their part of the agreement while a dispute is being sorted, unless it is unsafe to do so.

13. General

13.1 This is the whole agreement between the parties about this work. Changes must be in writing and agreed by both (Template F can be used).

13.2 Neither party can hand this agreement to someone else without the other's written agreement.

13.3 The law of _____ (state or territory) applies.

14. Signing

Signed by the Client: _____ Name: _____ Date: _____ / _____ / _____

Signed by the Contractor: _____ Name: _____ Date: _____ / _____ / _____

Template L: "Upon Payment of This Account" Invoice Wording

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: Add one of these lines to the foot of your invoices on an ongoing contract, and especially to the annual rollover invoice.

It reminds the client what they signed. It doesn't create anything new.

How the wording works

Each variant below says three things: the invoice is issued under the signed agreement, paying it means the client is carrying on with that agreement, and nothing new has been added. Pick one, copy it to the foot of the invoice, and fill in the underscore lines.

Variant 1: Light

This invoice is issued under our Cleaning Services Agreement dated ____ / ____ / _____. Payment of this account continues that agreement on its existing terms. No new terms are added by this invoice.

Variant 2: Standard

This invoice is issued under the Cleaning Services Agreement between _____ (Client) and _____ (Contractor) dated ____ / ____ / _____ (the "Agreement"). Payment of this account is made under the Agreement, including its renewal and notice clauses (clauses ____ to ____). This invoice does not change the Agreement or add any new terms.

Variant 3: Firm

This invoice is issued under, and is subject to, the Cleaning Services Agreement between _____ (Client) and _____ (Contractor) dated ____ / ____ / _____ (the "Agreement"). Payment of this account confirms that the Agreement is continuing for the term shown on this invoice, on the terms already agreed, including clause ____ (renewal) and clause ____ (notice and termination). A renewal reminder was sent on ____ / ____ / _____. This invoice does not change the Agreement or add any new terms. If you believe any part of this invoice is wrong, please tell us in writing within ____ days.

Annual rollover invoice: extra line

For the invoice that covers the first period of a Renewal Term, add this line above the wording you chose:

This invoice covers the Renewal Term from ____ / ____ / _____ to ____ / ____ / _____ at the price notified in our renewal reminder dated ____ / ____ / _____.

When such wording helps, and its limits

It can help by:

- Keeping the signed agreement in front of everyone, so the invoice reads as part of an ongoing relationship, not a one-off job.
- Showing, in writing and in the client's own records, that the renewal and notice terms were pointed out again.
- Making it easy for the client to spot a mistake early, because the dates and term are on the invoice.

It can't:

- Add terms the client never agreed to. A line on an invoice doesn't change a signed agreement, and wording that tries to add new terms may not be fair or enforceable.
- Replace the agreement, the renewal reminder (Template M) or a signed variation (Template F).
- Stop a client from raising a genuine problem with the work or the invoice.
- Work well on its own if the client was never given a copy of the agreement.

Keep the wording friendly and accurate, send the invoice with a copy of the agreement attached the first time, and check with your legal adviser before using the firm variant. Keep a copy of each invoice and the date it was sent.

Template M: Renewal Reminder Notice

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: Send it 30 to 60 days before each Anniversary of an ongoing contract (Template K, clause 5.5), by email and, if you like, by post as well.

Keep a copy and the date sent.

Letter / email

Subject: Your cleaning agreement renews on ____ / ____ / ____

Hi _____,

I hope the cleaning is going well at _____ (premises).

This is a friendly reminder under clause ____ of our Cleaning Services Agreement dated ____ / ____ / ____ (the "Agreement").

The key details

- Renewal date:** The current term ends on ____ / ____ / ____, and the Agreement renews automatically on that date unless one of us gives notice.
- New term:** The new term runs for 12 months, from ____ / ____ / ____ to ____ / ____ / _____. (This will be Renewal Term number _____. The Agreement can continue until a Maximum Term of 5 years from the start date, which is ____ / ____ / _____.)
- New price:** From the start of the new term, the price will be:
 - Previous price: \$_____ per _____
 - New price: \$_____ per _____
 - How it was worked out: CPI change of _____% ☐ notified rate ☐ no change ☐
- How to opt out:** If you don't want the Agreement to renew, or you don't accept the new price, please tell me in writing by ____ / ____ / ____ (clause ____ requires at least ____ days' notice before the renewal date). The Agreement will then end on ____ / ____ / ____ at the old price, and I'll help you with a smooth handover.
- If you're happy to continue:** You don't need to do anything. The Agreement will renew on the date above.

If you'd like to talk about the scope, the price or anything else, I'm glad to chat. A copy of the Agreement is attached for easy reference.

Thank you for trusting us with your premises.

Kind regards,

Name: _____

Business: _____ ABN: _____

Phone: _____

Date sent: ____ / ____ / ____

Template N: Notice of Termination (Contractor)

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: Version 1 is for when you are ending an ongoing contract for convenience, using the notice clause. Version 2 is for ending it after a breach that wasn't fixed once you gave notice to remedy. Check the notice period and how notices must be sent in your own agreement before you send either one.

Version 1: Termination for convenience

Subject: Notice of termination: Cleaning Services Agreement dated ____ / ____ / ____

Dear _____,

Notice of termination

I am writing under clause ____ (termination for convenience) of our Cleaning Services Agreement dated ____ / ____ / ____ for the premises at _____ (the "Agreement").

1. **Notice.** This is formal written notice that I am ending the Agreement.
2. **Notice period.** The Agreement requires ____ days' notice. This notice is given on ____ / ____ / ____.
3. **Final service date.** The last day of service will be ____ / ____ / _____. The Agreement will end on that date.
4. **Until then.** I will keep providing the services as normal up to the final service date, and the usual fees and payment terms continue to apply.
5. **Handover.** I will return all keys and codes on or before the final service date, remove my equipment, and send a final invoice within ____ days afterwards.
6. **Not a resignation.** This is a notice under a services contract between two businesses, not a resignation. If you would like to agree on a different end date, I'm happy to talk, but the date above stands unless we both sign something saying otherwise (clause ____).

Thank you for the opportunity to work with you. Please reply to confirm you have received this notice.

Kind regards,

Name: _____

Business: _____ ABN: _____

Date: ____ / ____ / ____

Version 2: Termination for breach, after notice to remedy

Subject: Notice of termination for breach: Cleaning Services Agreement dated ____ / ____ / ____

Dear _____,

Notice of termination for breach

I am writing under clause ____ (termination for breach) of our Cleaning Services Agreement dated ____ / ____ / ____ for the premises at _____ (the "Agreement").

1. **The earlier notice.** On ____ / ____ / _____ I sent you a written notice to remedy a breach of the Agreement. In that notice I explained that: _____ (for example,

invoices numbered _____ were unpaid, or access was not provided on the agreed days).

2. **The time given.** The notice asked for the breach to be fixed within _____ days, by ____ / ____ / _____.
3. **Where things stand.** As at the date of this letter, the breach has not been fixed.

- _____
4. **Termination.** I am therefore ending the Agreement under clause _____. The Agreement ends on ____ / ____ / _____ (the "end date").

5. **Money owing.** Amounts for work already done remain payable. A final invoice for \$_____ will be sent by ____ / ____ / _____, due within _____ days.

6. **Keys and property.** Please arrange for any of my property on the premises to be returned. I will return all keys and codes by the end date.

7. **Open to fixing it.** If you fix the problem and pay what is owing before the end date, please tell me straight away, and I'll gladly talk about whether we can carry on.

Kind regards,

Name: _____

Business: _____ ABN: _____

Date: ____ / ____ / _____

Template O: Deed of Mutual Termination and Release

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: When both of you agree to end a cleaning contract on a set date and want a clean, signed finish with no loose ends.

A deed is a more formal agreement than a letter. Ask your legal adviser how to sign it properly for your business, as the signing steps can be different for a company, a partnership or a sole trader.

1. Parties

1.1 The Client:

- Name / business name: _____
- ABN: _____
- Address: _____

1.2 The Contractor:

- Name / business name: _____
- ABN: _____
- Address: _____

2. Background

2.1 The parties signed a Cleaning Services Agreement dated ____ / ____ / ____ for the premises at _____ (the "Agreement").

2.2 The parties now both wish to end the Agreement early on the terms of this deed.

3. Agreed end date

3.1 The Agreement ends at the close of ____ / ____ / ____ (the "End Date").

3.2 This deed is the "signed written agreement" the Agreement requires for a mutual ending. The End Date cannot be changed unless both parties sign a new written agreement.

3.3 Neither party's earlier notices (if any) change the End Date in this deed.

4. Final services

4.1 The Contractor will provide the following final services up to the End Date:

- _____
- _____
- _____

4.2 The usual fees apply to these services. If the Client asks the Contractor to stop services before the End Date, the Client will still pay for: _____

5. Final invoice and payment

5.1 The Contractor will send a final invoice by ____ / ____ / ____.

5.2 The Client will pay all amounts owing, including the final invoice, by ____ / ____ / ____, by bank transfer to: BSB _____ Account number _____ Account name _____.

5.3 Early termination fee: none ☐ or \$_____, which both parties agree is a fair amount for the early ending ☐.

6. Keys and property

6.1 On or before the End Date the Contractor will return all keys, codes, cards and other property of the Client, and the Client will return any property of the Contractor.

6.2 Keys and codes returned: _____ (list). The Client will change locks and codes if they wish.

7. Mutual release

7.1 From the End Date, each party releases the other from all claims, demands and liabilities arising from the Agreement, except:

- the payments owing under clause 5;
- a claim for something that was fraudulent or was deliberately hidden;
- a claim for injury or death;
- the following listed matters: _____ (write "none" if there are none).

7.2 Each party confirms they are not aware, as at the date of this deed, of any claim they intend to make against the other, other than those listed above.

8. Confidentiality

8.1 Each party will keep private the terms of this deed and any private information about the other's business, premises, guests, staff and security arrangements learnt while working under the Agreement.

8.2 This does not stop a party sharing the information with their legal adviser, accountant, insurer or tax or regulatory body, or where the law requires it.

9. No admission

9.1 This deed is not an admission by either party that they broke the Agreement or did anything wrong.

9.2 Neither party will say anything publicly that suggests the other did something wrong because of the ending.

10. General

10.1 This deed is the whole agreement about ending the Agreement.

10.2 The law of _____ (state or territory) applies.

10.3 The parties are encouraged to get independent legal advice before signing, and each confirms they have had the chance to do so.

11. Signing

Signed as a deed by the Client:

Signature: _____ Name: _____ Date: ____ / ____ / ____

Witness signature: _____ Witness name: _____

Signed as a deed by the Contractor:

Signature: _____ Name: _____ Date: ____ / ____ / ____

Witness signature: _____ Witness name: _____

Template P: Eight Replies for Awkward Client Moments

Template notice. These are templates only. They are not legal advice and may not suit your circumstances. Get independent legal advice if a client dispute is serious or money is involved.

When to use this: Eight letters or emails for moments when a client has the relationship, or the contract, wrong. Each one is calm and keeps the door open. Edit them so they sound like you.

Letter 1: When a client "accepts your resignation"

When to use this: The client replies to your notice of termination with "we accept your resignation" or "your last day is ...".

Send a friendly correction that restates the contract and the date.

Subject: Re: Notice under our cleaning services contract

Hi _____,

Thanks for getting back to me so quickly.

I just want to gently clear up one word. I haven't resigned. My email of ____ / ____ / _____ was notice under clause _____ of our Cleaning Services Agreement, which is a contract between our two businesses. I run my own cleaning business and I'm a contractor, not an employee, so there's no resignation involved.

Here's where things stand:

1. **Notice given:** ____ / ____ / _____, under clause _____ (_____ days' notice).
2. **Final service date:** ____ / ____ / _____. I'll keep providing the services as normal until then, and the usual fees apply.
3. **Handover:** keys and codes returned on or before that date, and a final invoice afterwards.

If you'd like the contract to end earlier than that date, I'm open to a chat. We can sign a short mutual termination agreement that sets out the new end date, the final services, the final invoice and the keys. The date in my notice stays as it is unless we both sign something saying otherwise (clause _____).

Happy to talk any time.

Kind regards,

Business: _____ ABN: _____

Letter 2: When a client tries to end the contract just after it has rolled over

When to use this: The client wants to stop days or weeks after the agreement has renewed for another 12 months.

Be kind, point to the clauses, and invite a talk.

Subject: Re: Ending our cleaning services contract

Hi _____,

Thanks for letting me know. I'm sorry to hear you'd like to finish up, and I'd like to help work out the best way to do it.

Here are the details from our Cleaning Services Agreement dated ____ / ____ / ____:

1. **Renewal:** Clause ____ says the Agreement renews automatically for 12 months unless either of us gives notice at least ____ days before the Anniversary. I sent a renewal reminder on ____ / ____ / ____ (copy attached), which stated the renewal date, the new term and the new price. The Agreement renewed on ____ / ____ / ____ and the current term runs until ____ / ____ / ____.
2. **Notice period:** Clause ____ lets either of us end the Agreement during a term by giving ____ days' written notice. If you'd like to use that clause, your notice period would end on ____ / ____ / ____ if you give notice today.
3. **Early termination:** Clause ____ ☐ sets an early termination fee of ____ ☐ says no fee applies. I'm happy to talk through how it works in your case.

I'd much prefer to find a fair way through this together. If it suits you, we can agree on an earlier end date by signing a mutual termination agreement, which would set out the final services, a final invoice and the handover. Would you be free for a short call on _____?

Until we agree otherwise, I'll keep providing the services as normal.

Kind regards,

Business: _____ ABN: _____

Letter 3: When a client treats you like staff

When to use this: The client starts setting your roster, asking for timesheets, calling you in for a "performance review" or directing how you do the job.

A warm reset back to the contract.

Subject: Quick note about how we work together

Hi _____,

Thanks for the feedback on the cleaning. I really want you to be happy with the results.

I wanted to check in about how we're working together. Our Cleaning Services Agreement (clause ____) sets up my business as an independent contractor to yours. In practice that means:

1. **The result is yours, the method is mine.** The Services Schedule says what's cleaned and how often. I decide how and in what order it's done, within the visit windows we agreed.
2. **No rosters or timesheets.** I invoice for the visits set out in the Schedule, so I don't fill in timesheets or take a roster. If you need a different visit day or time, send it as a request and we'll agree on it in writing (a variation).
3. **Feedback on the work is welcome.** If something isn't up to standard, tell me which area and what you noticed, with a photo if you can. I'll fix it or talk it through. A quick catch-up each ____ is a good way to do that.
4. **Helpers.** Where I use someone to help, they work under my business and I stay responsible for the work.

None of this is meant to be sharp. I just want us both to stay clear on how the contract works, so it keeps running smoothly. Thanks for understanding, and please call me if you'd like to talk it through.

Kind regards,

Business: _____ ABN: _____

Letter 4: Reply when a client sends a new Scope of Works

When to use this: The client sends their own Scope of Works and asks you to "follow it from now on", or presents it as replacing what you agreed.

A warm reply that keeps the existing contract and offers a proper variation.

Subject: Re: Scope of Works for _____

Hi _____,

Thanks for sending the Scope of Works through. I'm glad to help with whatever head office or your team needs on file.

Our Cleaning Services Agreement dated ____ / ____ / _____ already sets out the services in Schedule _____ (clause _____), so I've attached it for your records. Until we both sign something different, I'll keep providing the services under that Schedule, and the usual fees apply.

Here's how I'd like to handle your document:

1. **Treat it as a proposal.** A new scope can't change our contract by itself. Changes take effect when we both agree in writing (clause _____).
2. **Tell me what's different.** If your document adds tasks, frequencies or standards that aren't in Schedule _____, point me to them and I'll look them over.
3. **Variation, in writing.** I'm happy to put any agreed changes into a short written variation, with the new scope, the price (if the work changes: _____) and a start date. We both sign it before it starts.
4. **Read before signing.** I'll read your document closely, including any new reporting, indemnity or termination wording, before I sign anything.

The method and order of work stay with me, and you get the agreed result. Would you be free for a quick chat on _____?

Kind regards,

Business: _____ ABN: _____

Letter 5: Reply when a client wants a fixed day for an "as needed" weekly service

When to use this: The contract says weekly or as needed, and the client now wants one set day (or says you "missed" a day that was never agreed).

Be kind, ask why, and offer a window or a variation.

Subject: Re: Cleaning day for _____

Hi _____,

Thanks for letting me know what works for you. I'd like to find a day that suits us both.

Our Cleaning Services Agreement (clause _____ / Schedule _____) has the service as weekly, as needed, so the clean happens once each week and I choose the day within it. A fixed day would be a new term, so it needs us both to agree in writing (clause _____).

I'm very happy to work around anything on your side, such as opening hours, deliveries or guests on site. Could you tell me what's driving the request? Then here are two options:

1. **An agreed window.** The clean is completed between _____ and _____ each week. That gives you certainty, and it lets me keep my routes running smoothly.
2. **A fixed day, by variation.** If you need _____ every week, I can put it into a short written variation for us both to sign, with a start date. ☐ No change to the fee ☐ The fee for the changed schedule would be _____, because it affects my routes and other clients.

Until we agree on one of these, I'll keep providing the weekly service under the existing contract, and I'll let you know in advance if something comes up.

Kind regards,

Business: _____ ABN: _____

Letter 6: Reply when you offered an exit and the client chose a different date

When to use this: You offered to end the contract early, and the client replied with their own date.

A thank-you that treats their date as a counter-offer and keeps things moving.

Subject: Re: Ending our cleaning services contract

Hi _____,

Thanks for getting back to me about the end date.

You've suggested ____ / ____ / _____. Because that's different from the date I offered, I'm treating it as a counter-offer, and I haven't accepted it. Nothing is agreed until we both sign a written agreement with the same date and terms.

For now, here's where things stand:

1. **My offer:** to end the Cleaning Services Agreement on ____ / ____ / _____, on the terms in my email of ____ / ____ / _____, subject to a signed written agreement.
2. **If we don't agree:** the Agreement carries on to its current end date of ____ / ____ / _____ (clause _____).
3. **Meanwhile:** I'll keep providing the services as normal, and the usual fees apply.

I'd be glad to talk about a date that works for us both. Would you be free for a short call on _____?

Kind regards,

Business: _____ ABN: _____

Letter 7: Reply when a client tells you your last day and you haven't agreed

When to use this: The client writes "your last day is ..." or "as agreed, we finish on ...", and you haven't agreed to that date.

Calm, clear, and it keeps you ready to work.

Subject: Re: Final service date

Hi _____,

Thanks for your message. I want to be clear that I haven't agreed to ____ / ____ / _____ as the end of our Cleaning Services Agreement, so I'm not able to treat it as agreed.

Here's where things stand:

1. **End date:** the Agreement ends on ____ / ____ / ____ (clause ____). I'm ready and willing to keep providing the services until then.
2. **Keys and access:** under clause ____ the keys and codes stay with me until that date, and I'll return them on or before it.
3. **Invoices:** I'll keep invoicing as the Agreement says, and the usual fees apply.
4. **An earlier date:** if you'd like to finish sooner, I'm open to a written mutual termination on fair terms, signed by us both. It would set out the date, the final services, the final invoice and the keys.

If we can't sort this out together, the Australian Small Business and Family Enterprise Ombudsman (ASBFEO) offers disputes assistance, and I'm happy to start there.

Kind regards,

Business: _____ ABN: _____

Letter 8: Withdrawing an early-exit offer

When to use this: You offered to end early, the client hasn't accepted on your terms, and you'd rather stay with the contract as it is.

Short and friendly.

Subject: Re: Ending our cleaning services contract

Hi _____,

Thanks for talking this through with me.

My offer of ____ / ____ / ____ to end our Cleaning Services Agreement early wasn't accepted on its terms, so I'm withdrawing it. That means:

1. **The Agreement continues** to its end date of ____ / ____ / ____ (clause ____).
2. **My notice of** ____ / ____ / ____ **stands** (if I gave one), with the final service date of ____ / ____ / ____.
3. **Services and fees** carry on as normal in the meantime.

If you'd like to talk about a fresh arrangement later, I'm happy to, and we'd put any new date in a signed agreement.

Kind regards,

Business: _____ ABN: _____