

Strive for a Five

REGIONAL EDITION NOTES

European Union

Compared with the Australian templates

Written for cleaners and hosts in the EU.

Checked October 2026

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Free to use — please read first

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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.

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Regional edition notes: European Union

This template is a starting point. Check the official sources linked in these notes, and consider a local legal check before you sign. Wrong edition? The US and UK notes are separate downloads.

What changes from the Australian master

AU master	EU edition	Why
ABN	National tax number plus VAT identification number (if registered)	Each member state issues its own
GST	VAT at the member state's rate, or small-business exemption	VAT is EU-wide in structure, national in detail
"Contractor" test	National employment-status tests; Platform Work Directive if a digital platform is involved	No single EU test
Public liability, workers' comp	Civil liability insurance, plus national social-insurance rules	Names and rules vary
Privacy Act	GDPR	Same rules across the EU
Australian Consumer Law note	Unfair Terms Directive (consumer contracts only)	Mostly B2C
Small claims	National small-claims routes; European Small Claims Procedure for cross-border claims up to EUR 5,000	Cross-border option
State/Territory	Law of a named member state	Choose one
AUD, DD/MM/YYYY	EUR, DD/MM/YYYY (written as day month year)	Local habits

An honest note on the EU edition

The EU does not have one national contract law for service agreements, so this edition is a **framework edition**: the base text, plus a "pick your country" box. The notes page should say plainly: "The EU sets some shared rules (GDPR, VAT structure, the Platform Work Directive). Your country sets the rest. Check your national tax and labour authority before you sign." Later, popular countries (Ireland, Germany, France, Spain, Italy, Netherlands) can get their own editions.

Topic notes

Tax ID. Each cleaner uses their national tax number. If VAT-registered, they use a VAT identification number (the country prefix plus digits). The clause has blanks for both.

VAT on services. The EU sets the VAT framework, and member states set rates within EU limits (the Your Europe page says the standard rate cannot be below 15%). Each country has its own small-business exemption, and the thresholds differ. The edition does not print a rate. It points to the Commission's VAT pages and says "ask your national tax authority". Cross-border B2B services can bring the reverse-charge idea. Leave that to the VAT pages and the cleaner's accountant.

Contractor status. There is no single EU-wide test. Each member state uses its own. Typical ideas include control, integration into the host's business, who supplies tools, and whether the person can send a substitute. The edition says "the label in the contract does not decide it". Directive (EU) 2024/2831 on improving working conditions in platform work sets rules for people working through digital labour platforms, including a presumption of employment in some situations, and member states must bring it into national law by December 2026. It matters here because some cleaners find work through booking platforms. The notes should say "if you find work through an app or platform, read the Directive summary and your national rules".

Insurance. Civil liability insurance (often called "responsabilité civile" or "Haftpflicht" locally) is the closest equivalent to public liability. Some countries require certain business insurance, many do not. The clause uses plain blanks and asks the reader to check national rules. Employers' insurance and social contributions are national.

Data protection. GDPR applies. Guest data such as names, booking details, door codes and photos is personal data. The edition gives a short confidentiality and data clause. If the cleaner is mostly just a visitor to the property with no records of their own, the clause says so. The Commission's page for businesses and organisations is the official starting point.

Consumer / unfair terms. The Unfair Terms Directive (93/13/EEC) is about contracts between traders and consumers. A cleaner-to-host agreement is normally business-to-business, so it generally does not apply, but some member states extend similar fairness rules to small businesses or to individuals. The notes say "check your country". If the host is a private person acting as a consumer, other rules may apply.

Disputes. National courts first. For a cross-border money claim up to EUR 5,000, the European Small Claims Procedure exists (see European e-Justice). Note on the ODR platform: **the EU's Online Dispute Resolution platform was discontinued on 20 July 2025** (Regulation (EU) 2024/3228). Older templates still say "you can use the EU ODR platform", so the edition must not include that wording. The Commission's relocation page lists national consumer dispute bodies instead, but those are mainly for consumer disputes.

Governing law and language. Choose a member state's law, and the courts of that state. For cross-border agreements, EU rules on applicable law exist (the Rome I Regulation). The edition keeps it simple by asking the parties to pick the country where the Property is. Language: the English edition is a reference text. If the parties use another language, add a clause saying which version prevails.

Format. A4, DD/MM/YYYY, EUR, UK-style spelling ("organise", "licence" as noun) since EU English documents commonly follow British forms. Use the euro sign before or after the amount as the local habit; the template uses EUR before the number to avoid confusion.

Replacement clauses (EU)

Clause 4. Tax, VAT, Invoicing and Payment

4.1 The Cleaner is self-employed and responsible for the Cleaner's own income tax and social contributions in the country of _____. The Cleaner's tax number is _____.

4.2 The Cleaner ☐ is ☐ is not registered for VAT. If registered, the Cleaner's VAT number is _____. VAT will be shown as a separate line on every invoice at the rate that applies in _____. If the Cleaner is exempt under a small-business scheme, the invoice will say so and cite the rule that applies.

4.3 The Cleaner will send an invoice after each clean, or each week, whichever the parties agree in writing. Each invoice will show the date of service, the Property address, the services done, the price, and the Cleaner's name or trading name, with any detail the law of _____ requires.

4.4 The agreed rate is EUR _____ per _____ (clean / hour / turnover).

4.5 The Host will pay each invoice within _____ days of the invoice date, by _____ (bank transfer / SEPA transfer / other: _____).

4.6 If an invoice is paid late, the Cleaner may charge interest and recovery costs as the law of _____ allows.

4.7 The Host will not deduct tax or social contributions from payments to the Cleaner.

Clause 5. Independent Status

5.1 The Cleaner is self-employed and runs the Cleaner's own cleaning business. Nothing in this Agreement makes the Cleaner an employee of the Host, or creates a partnership or agency.

5.2 The Cleaner decides how the work is done, the order of tasks, and the equipment and products used, as long as the Services meet the standard in the Schedule of Services.

5.3 The Cleaner supplies the Cleaner's own products, tools and equipment unless the parties agree otherwise in writing: _____.

5.4 The Cleaner may work for other clients and may send a suitably skilled substitute, with the Host's consent, which will not be unreasonably refused. The Cleaner stays responsible for the substitute's work and pays them directly.

5.5 If the Cleaner finds or receives this work through a digital booking platform, the parties will check whether the rules of the country of _____ on platform work apply, and will update this clause if they do.

5.6 Both parties understand that how the work is done in practice matters when employment status is considered under national law. If the way the work is done starts to differ from this clause, the parties will talk about it and put it right in writing.

Clause 6. Insurance

6.1 The Cleaner will hold civil (public) liability insurance of at least EUR _____ for any one claim for the length of this Agreement, and will give the Host proof of cover on request.

6.2 The Cleaner ☐ will ☐ will not hold cover for the Host's keys and property in the Cleaner's care, with a limit of EUR _____.

6.3 If the Cleaner has employees, the Cleaner will meet the insurance and social-contribution rules of the country of _____ for them.

6.4 The Host will keep property insurance on the Property and its contents. The Host's policy is the first source of cover for damage to the Property unless the damage is caused by the Cleaner's negligence.

6.5 Neither party limits or excludes liability for death or personal injury, for fraud or intent, or for anything else the law does not allow to be limited.

6.6 Each party will tell the other promptly if a required policy lapses. The Cleaner will tell the Host about any damage or loss within _____ hours, with photos where possible.

Clause 12. Governing Law, Data and Disputes

12.1 This Agreement is governed by the law of _____ (the country where the Property is located).

12.2 If a dispute comes up, the parties will first talk directly and try to settle it within _____ days of one party giving written notice describing the issue.

12.3 If it is not settled, the parties will consider mediation with a mediator they agree on, sharing the cost equally, before starting court action. Either party may go straight to court to ask for urgent protection.

12.4 The courts of _____ may hear any dispute, including through that country's small-claims procedure where the amount fits. For a cross-border money claim up to the limit set by EU law, either party may use the European Small Claims Procedure.

12.5 Personal data about guests that the Cleaner sees or handles while doing the Services (including names, contact details, booking details, door codes and photos) will be used only for the Services, kept confidential, and not copied or shared. Each party will follow the General Data Protection Regulation for the data it controls. If the Cleaner handles guest data on the Host's behalf beyond simply being present, the parties will sign a short data-processing agreement.

12.6 This Agreement is written in English. If it is also translated, the ☐ English ☐ _____ version prevails. Dates are written DD/MM/YYYY and all amounts are in euros.

Verified links (EU)

Checked October 2026.

1. EUR-Lex: Directive (EU) 2024/2831 on improving working conditions in platform work
<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32024L2831>
2. European Commission: Information for business and organisations (GDPR)
https://commission.europa.eu/law/law-topic/data-protection/reform/rules-business-and-organisations_en
3. Your Europe: VAT rules and rates
https://europa.eu/youreurope/business/taxation/vat/vat-rules-rates/index_en.htm
4. European Commission, Taxation and Customs Union: VAT
https://taxation-customs.ec.europa.eu/taxation/vat_en
5. European e-Justice: Small claims (European Small Claims Procedure)
https://e-justice.europa.eu/42/EN/small_claims

Bonus: European Commission, ODR platform discontinued notice
https://consumer-redress.ec.europa.eu/site-relocation_en