



SERVICE AGREEMENT (Cleaning Services)

GAIA CLEANING Berlin, Germany, represented by Michelle Mattos (hereinafter referred to as "Service Provider")

§ 1 Subject Matter of the Agreement

1.1. The Service Provider undertakes to provide cleaning services for properties designated by the Client, particularly for Airbnb/holiday rental properties, as agreed upon in individual assignment confirmations.

1.2. The Service Provider shall perform the services independently and on their own account, using with Clients' cleaning equipment, unless otherwise agreed in writing for specific tasks.

1.3. The Customer is responsible for providing all the information necessary to carry out the cleaning, location, access method and available time.

§ 2 Scope of Services and Individual Assignments

2.1. The specific scope of cleaning services for each property (e.g., standard cleaning, deep cleaning, laundry service, restocking) shall be defined in individual assignment confirmations (e.g., via email, through a platform like TaskBird, or written order).

2.2. Standard cleaning services generally include:

- Cleaning and disinfection of bathrooms (toilet, washbasin, shower/bathtub).
- Cleaning and disinfection of kitchens (countertops, sink, stove tops, microwave surface, refrigerator interior and exterior).
- Dusting of surfaces, furniture, and decorations.
- Vacuuming and mopping of all floors.
- Emptying of trash bins and changing of trash bags.
- Cleaning of mirrors and glass surfaces.
- Bed making (provided that bed linen is supplied).
- Refill the amenities (provided by the client inside the place)
- Inventory

2.3. Additional services (e.g., window cleaning, oven cleaning, laundry service, buy and restocking of consumables) must be agreed upon separately and will be charged according to the current price list or an individual offer.

§ 3 Remuneration

3.1. The remuneration for the cleaning services rendered shall be based on the Service Provider's current price list or on individually agreed fixed prices per property and scope of service.

3.2. Payment shall be made upon receipt of the invoice up to one day before the cleaning or by Paypal. If the cleanings are often the client will have an discount (Monthly – 5% of discount, twice in a month 10% of discount, and once a week 15%).

3.3. All prices are in Euros (€) and are final prices, unless otherwise stated.

3.4 If it's necessary a cancellation, the Client needs to cancel the service with a notice period of 24 hours, or the Client will pay a tax of 35 euros.

§ 4 Term and Termination

4.1. This agreement is concluded for an indefinite period.

4.2. Either party may terminate this agreement in writing with a notice period of 24 hours, or the client will pay a tax of 35 euros. The right to terminate without notice for good cause remains unaffected.

§ 5 Liability

5.1. The Service Provider shall be liable for damages caused by them during the performance of their services due to intent or gross negligence.

5.2. The Service Provider recommends that the Client take out appropriate household contents and/or building insurance to cover potential damages.

5.3. The Service Provider shall not be liable for damages caused by improper handling of cleaning agents or equipment by the Client or third parties.

§ 6 Confidentiality

6.1. The Service Provider undertakes to keep confidential all business and operational secrets of the Client that become known to them during the performance of this agreement.

§ 7 Final Provisions

7.1. Amendments or additions to this agreement must be made in writing. This also applies to the waiver of the written form requirement.

7.2. Should individual provisions of this agreement be invalid or become invalid, the validity of the remaining provisions shall not be affected. The invalid provision shall be replaced by a valid provision that comes closest to the economic purpose of the invalid provision.

7.3. The place of jurisdiction and performance is Berlin, Germany.

7.4. This agreement is governed by the laws of the Federal Republic of Germany.

GAIA CLEANING (Service Provider)