

WHITEHOUSE SERVICES

TERMS OF SERVICE

Scope of Application: State of Utah, USA

Last Updated: June 1, 2026

Please read these Terms of Service ("Terms") carefully before hiring or using the residential or commercial cleaning services provided by WhiteHouse Services ("we", "us", "our"). By scheduling, accepting, or using our services, you ("Client", "you") agree to be bound by the following terms and conditions.

1. Services and Estimates

WhiteHouse Services provides professional cleaning services based on the service description agreed upon at the time of booking.

All initial estimates are based on the information provided by the Client. If upon arrival at the property, its condition requires more time or effort than anticipated, we reserve the right to adjust the final rate with prior notice to the Client.

2. Access to the Property and Basic Utilities

The Client must guarantee safe access to the property on the scheduled day and time (via keys, access codes, or physical presence).

The property must have active basic utilities, including electricity and hot and cold running water. If utilities are unavailable, the service cannot be performed, and the corresponding cancellation fee will apply.

For safety reasons, the Client must secure or remove any aggressive or large pets from the cleaning areas.

3. Cancellation and Rescheduling Policy

We understand that plans change. You may reschedule or cancel your service without penalty by providing a minimum of 24 hours' notice.

Cancellations or rescheduling requests made less than 24 hours prior to the scheduled appointment will be subject to a cancellation fee of 50% of the estimated service value.

If our team arrives at the property and cannot gain access within 20 minutes of the agreed time, the service will be considered canceled, and the full cancellation fee will be charged.

4. Payment and Fees

Payments must be made on the date of service unless a different commercial billing plan is agreed upon in writing.

We accept the authorized payment methods available on our platform. Late payments will accrue interest at a rate of 1.5% per month or the maximum allowed by the law of the State of Utah, whichever is less.

5. Satisfaction and Complaints (24-Hour Guarantee)

Your satisfaction is our priority. If you are not completely satisfied with any cleaned area, you must notify us within 24 hours of the completion of the service.

WhiteHouse Services will return to inspect and re-clean the designated areas at no additional cost to you. Cash refunds or credits will not be issued without first providing the opportunity to correct the service.

6. Limitation of Liability and Damages

Our staff is trained and extremely careful, but accidents happen. WhiteHouse Services maintains active general liability insurance.

The Client must report any material damage allegedly caused by our staff within 24 hours of the service.

We are not responsible for damage to items that are not properly secured, items of extreme value or heirlooms that were not safeguarded prior to the service, or the natural wear and tear of old, cracked, or poorly installed surfaces.

7. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the State of Utah, without giving effect to any principles of conflicts of law. Any legal dispute arising from these services shall be resolved exclusively in the competent courts located in Salt Lake County, Utah.

Legal Support Contact Information:

Company: WhiteHouse Services

Email: m.paola@whitehouse.services

Address: Midvale, Utah 84047