Terms of Service

Family Shine Cleaning · Hamilton, Burlington & Oakville, Ontario
Last updated: October 22, 2026 · Effective: **October 23, 2026.** · For familyshinecleanin.com and our cleaning services

In short

- Prices on our website are **estimates** based on what you tell us. We confirm the price with you before your cleaning, and if more work turns out to be needed, we agree the new price with you first.
- Sending an order through WhatsApp or asking for a call back is a **request**. Your cleaning is booked once we confirm the service, date, arrival time and price with you.
- **Nothing is paid on the website**, and it never asks for card details.
- If you need to change or cancel a visit, tell us as early as you can (section 7).
- If something isn't right, or something was damaged, tell us quickly, with photos if you can (sections 11 and 12).
- Ontario law applies. Nothing in these terms takes away your rights under Ontario's *Consumer Protection Act, 2002*.

This summary helps you find your way. The full terms below are what count.

1. About these terms

1.1 Who we are. Family Shine Cleaning ("we", "us", "our") is a home cleaning business serving Hamilton, Burlington and Oakville, Ontario. Legal name: **Family Shine Cleaning**. Business address: 58 Fairfield Avenue, Unit 1, Hamilton, ON L8H 5G8. Our contact details are in section 21.
1.2 What these terms cover. These terms apply when you use our website, familyshinecleanin.com (including the price calculator and the cart), and when you book or receive cleaning services from us. How we handle personal information is explained in our separate Privacy Policy.
1.3 Your agreement with us. By using the website, you agree to the website rules in section 2. When we confirm a cleaning with you, your agreement with us is made up of these terms and the details we confirm for that visit: the service, the date, the arrival window and the price. If something we confirm for a particular visit differs from these terms, what we confirmed applies to that visit.
1.4 Your rights under Ontario law. As a consumer, you have rights under Ontario's *Consumer Protection Act, 2002* and other laws that can't be signed away. Nothing in these terms limits those rights. If any part of these terms conflicts with them, the law applies instead.
1.5 Booking for someone else. If you book a cleaning for a home that isn't yours (for example a family member's home or a rental unit), you confirm that you have the owner's or occupant's permission, and that you'll tell them about the parts of these terms that affect them, such as access, pets and safety.

2. Using our website

2.1 Age. You must be at least 18 years old, the age of majority in Ontario, to book a cleaning.
2.2 Accurate information. Please give us accurate details about your home and how to reach you. Our estimates are only as good as the information they're based on.
2.3 Fair use. When you use the website, please don't:

- send a request in someone else's name, or with someone else's phone number, without their permission;
- send fake, test or repeated requests;
- try to get around, test or overload the website's security, its database or its spam protection;
- use bots, scrapers or other automated tools to collect content or send requests;
- copy the website's content for commercial use, or use the website for anything unlawful.

We may block or ignore requests that break these rules.
2.4 Availability and mistakes. We work to keep the website available and accurate, but it may sometimes be unavailable or contain mistakes. We may change, update or remove parts of it at any time. If a mistake affects your booking, section 3.5 explains what happens.
2.5 Services we link to. The website links to services run by other companies, such as WhatsApp (to send your order) and Google Maps (to read our reviews). Their own terms and privacy policies apply when you use them, and we're not responsible for their content or how they work.
2.6 Reviews. The reviews on our website are copied as written from our Google Business Profile, with each reviewer's name as Google shows it. They are our customers' own opinions.
2.7 Our content. The website's text, design, logo, photos and graphics belong to us or to those who licensed them to us. You're welcome to view them and to share links to our pages, but please don't copy or reuse them without our written permission.

3. Prices and estimates

3.1 Estimates, not fixed prices. The prices on our website and in the price calculator are estimates, which is why they're shown as "from" prices. They're based on what you tell us: the service, the number of bedrooms, bathrooms and half baths, the approximate size of your home, the add-ons, how often you'd like cleaning, the arrival window and any deals that apply. The calculator's estimate of your home's size (marked "≈") is only a guide.
3.2 Currency and tax. Prices are in Canadian dollars and don't include HST. HST (13% in Ontario) is added to the total, as the cart shows.
3.3 Your price is confirmed before the visit. Before your cleaning, we go over your order with you and confirm the price.
3.4 If the job is different from what was described. If, when we arrive, the work needed is clearly different from what was described — for example more or larger rooms, much heavier soiling than expected, a lot of pet hair, or tasks that weren't in your order — we'll explain what's different and tell you the new price before we do the extra work. You can accept the new price or decline it. If you decline, we can agree on a reduced scope of work at the original price, or you can cancel the visit at no charge. As Ontario law requires, we won't charge more than 10% above an estimate unless you agree to the higher price before the work is done.
3.5 Mistakes in prices. If a price on our website is clearly wrong (for example because of a technical error), we'll tell you before your visit. You can then go ahead at the correct price or

cancel at no charge.
3.6 Price changes. Our prices may change. A change doesn't affect a visit we've already confirmed with you. If you're on a cleaning plan, we'll tell you at least **30 days** before a new price applies to your regular visits.

4. Deals, plans and referral credit

4.1 Our deals. Our current deals — for example plan discounts, the Afternoon Special, the neighbor deal and service-specific deals — and their conditions are described on our website when you book. Each deal applies only to the services named in it.
4.2 One deal per service. Unless the website says otherwise, percentage deals don't combine: the calculator applies the single best percentage deal you qualify for.
4.3 Conditions must be met. A deal applies only if its conditions are met for your visit. For example, the Afternoon Special applies only to visits in the afternoon window and depends on availability, and the neighbor deal applies only when your neighbor's cleaning is booked for the same day. If a condition isn't met, the regular price applies, and we'll tell you before the visit.
4.4 Cleaning plans. With a plan (weekly, every two weeks, or monthly auto-pay), each regular cleaning on that schedule gets the plan discount, and the plan's perks apply as described on our website. **The plan discount applies while you maintain the agreed cleaning schedule. If you skip visits or end your plan, we'll confirm the price for any future cleaning with you in advance. Discounts on completed cleanings will not be charged back.**
4.5 Referral credit. When a friend you referred books their first cleaning, you get a credit on your next cleaning and your friend gets a credit on their first order, as described on our website. To get it, your friend gives us your name or referral code when they book. **Referral credits expire 60 days after they're issued and can be used only on Standard / Regular Cleaning.**
4.6 Promotions. Deals, credits and promotions have no cash value, can't be exchanged for cash or transferred, and apply only to future bookings. We may change or end a deal at any time, but a change won't affect a visit we've already confirmed.

5. How booking works

5.1 Your cart. You can add services and add-ons to the cart on our website. The cart is kept in your browser, so it's still there if you come back later on the same device.
5.2 Two ways to send your order.

- **WhatsApp.** The "Book via WhatsApp" button opens WhatsApp with your order already written. You send it from your own WhatsApp, and we reply there. Choosing a date is optional; you can agree it with us in the chat.
- **Call back.** You enter your name, phone number and a preferred date and time (email, postal code and notes are optional), and we call you back.

5.3 A request, not a booking. Sending an order or a call-back request doesn't book a cleaning, and the date and time you choose are preferences. Your cleaning is booked only when we confirm the service, date, arrival window and price with you by phone, text, WhatsApp or email. If your preferred date isn't available, we'll suggest another one.
5.4 Written confirmation. Once we've agreed the details, we'll send you a written confirmation by WhatsApp, text or email with the service, date, arrival window and price, and a link to these terms.
5.5 Arrival time. We arrive within the arrival window we confirm. The arrival hour is our best

estimate: traffic, weather or an earlier job running long can delay us, and we'll keep you posted if that happens.
5.6 When we may decline. We may decline a request — for example if the address is outside our service area, the date isn't available, the job isn't something we do, or we have safety concerns. If we decline, nothing is owed by either of us.

6. Payment

6.1 Nothing is paid on the website. Our website doesn't take payments and never asks for card details. Please don't send card numbers through the website, WhatsApp, text or email.
6.2 How and when you pay. You can pay by **cash or Interac e-Transfer.** Payment is due **immediately after the cleaning is completed.**
6.3 Receipts. We'll give you a receipt that shows the price, any deal, and HST.
6.4 Late payment. We do not charge late payment fees.
6.5 Tips. Tips are optional. **Tips may be given in cash directly to the cleaner.**
6.6 Online payment later. If we add online payment to the website, we'll update these terms and our Privacy Policy before it starts.

7. Changing or cancelling a visit

7.1 If you need to change or cancel. Contact us by phone, WhatsApp, text or email as early as you can. Changes and cancellations are free of charge.
7.2 If we need to change or cancel. We may need to reschedule because of severe weather, illness, an emergency or another event beyond our control (section 17). If so, we'll tell you as soon as we can and offer another time. You don't pay anything for a visit we cancel or move, and if you paid in advance for a visit we cancel and can't reschedule, we'll refund it in full.
7.3 Ending a plan. You can pause or end a cleaning plan by telling us, with **1 day** notice before your next visit (see 4.4).

8. Getting in: access, keys and lockouts

8.1 Access at the confirmed time. Please make sure we can get in at the confirmed time. You can be home, or arrange access — for example a key with the concierge, a lockbox or a door code. Please tell us in advance about building rules, elevator bookings, buzzer codes and parking.
8.2 Keys and codes. Please share alarm codes, lockbox codes and keys only after your booking is confirmed, and preferably by phone rather than in the website's notes field. We use them only to get in for your visits.
8.3 Utilities. Please make sure the home has running water, electricity and lighting, and is reasonably heated or cooled, during the visit.
8.4 Parking. Please provide free parking where available. If paid parking is necessary, we'll agree on the cost with you before the visit, and you'll reimburse the actual parking charge.

8.5 Lockouts. If we can't get in at the confirmed time and can't reach you, our team will wait **15 minutes** and then leave.

9. Preparing your home, pets and safety

9.1 Before we arrive. Please pick up clothes, toys, papers and other items from floors and surfaces so we can reach them, and tell us about anything fragile or anything you'd like us to skip.
9.2 Valuables. Please put away cash, jewellery, medication, firearms, important documents and anything irreplaceable or very fragile before the visit.
9.3 Pets. Please tell us about pets when you book. Pets that may be anxious, aggressive or likely to escape should be kept in a separate room or a crate during the visit.
9.4 Safety. Our team may decline to start a cleaning, or stop it, if conditions are unsafe — for example an aggressive animal, an active pest infestation, sewage, needles, bodily fluids or other biohazards, significant mold, structural hazards, no running water or electricity, or abusive, harassing or discriminatory behaviour towards our team. If that happens, we'll explain why. **No cancellation fee applies. You will only be charged for cleaning work completed before we stopped.**

10. What's included and what isn't

10.1 What's included. Each service includes the tasks described for it on our website, plus the add-ons you choose.
10.2 What isn't included. Unless we agree otherwise in writing, our services don't include:

- human or animal waste, bodily fluids, litter boxes, sewage or overflowed toilets;
- mold removal, or heavily stained or moldy caulking and grout;
- homes with an active pest infestation;
- lifting or moving heavy furniture, or items over **55 lbs**;
- work that requires standing more than 1 metre off the floor;
- outside windows and outdoor areas such as patios, yards and garages (the balcony add-on is the exception);
- removing construction debris or hazardous materials (post-construction cleaning removes dust and residue);
- organizing, decluttering, or homes with heavy clutter;
- laundry or ironing, except the laundry add-on.

10.3 Supplies and equipment. We bring all cleaning products, supplies and equipment needed for your booked service. You do not need to provide any cleaning supplies or equipment. If you'd like us to use your own products (for example for natural stone or special finishes), please tell us before the visit.

11. If something isn't right

11.1 Tell us quickly. If you're not happy with any part of the cleaning, please tell us within **24 hours** after the visit, with photos if you can, and the areas concerned. The sooner we hear, the better we can check and fix it.
11.2 How we make it right. We will agree with you on a free re-clean, a discount on your next cleaning, or a partial refund.

11.3 Your rights. Ontario law requires our services to be of reasonably acceptable quality.

Reporting quickly helps us fix problems; it doesn't take away your legal rights.

12. Damage or breakage

12.1 Tell us in writing. If something is damaged or broken during a visit, please tell us in writing (WhatsApp, text or email) within **24 hours**, with photos, a description of the item, where it is and its approximate value. Please keep the item until we've seen it.
12.2 What we do. We review every report with you. Where our team caused the damage, we'll repair or replace the item, or pay the reasonable cost of doing so.
12.3 What we're not responsible for.

- damage that existed before the visit, or that comes from normal wear and tear, age or a defect;
- items that weren't properly installed or secured (for example loose shelves, fixtures or wall hangings);
- valuables or fragile items that weren't put away or pointed out to us (section 9.2);
- damage caused by a product or method you asked us to use against our advice.

13. Our cleaners

13.1 Respect. We ask that our team be treated with respect. We may stop providing services to anyone who harasses, threatens or discriminates against them.

14. Messages from us

14.1 About your request and booking. When you send a request, you agree that we can contact you about it — by phone, text, WhatsApp or email — to confirm, schedule and provide your cleaning, and about any follow-up such as feedback or a damage report.
14.2 No marketing without your consent. We don't send promotional messages, such as newsletters or special offers, unless you've agreed to receive them, as Canada's anti-spam law requires. You can opt out at any time.
14.3 Electronic messages. Confirmations and notices about your booking can be sent to you electronically.

15. Privacy

Our Privacy Policy explains what personal information we collect, why, where it's stored, how long we keep it and your rights. It's at familyshinecleanin.com/privacy.

16. Responsibility and liability

16.1 Our services. We provide our services with reasonable care and skill, and they're of reasonably acceptable quality, as Ontario law requires.
16.2 Website information. The prices and descriptions on our website are information and estimates (section 3).
16.3 Indirect losses. As far as the law allows, we're not responsible for indirect losses — for

example lost income or time off work — that weren't a reasonably foreseeable result of our breaking these terms or of our negligence.
16.4 What we never exclude. Nothing in these terms limits or excludes liability that can't be limited or excluded by law, including your rights under the *Consumer Protection Act, 2002* and our responsibility for injury caused by our negligence.

17. Events beyond our control

If severe weather (such as a snowstorm or freezing rain), road closures, power or water outages, public health orders, illness, an emergency or another event beyond our reasonable control prevents or delays a visit, we're not responsible for the delay. We'll tell you as soon as we can and reschedule at no charge to you.

18. Disputes and governing law

18.1 Talk to us first. If you have a concern, please contact us first (section 21). Most problems can be solved quickly.
18.2 Ontario law. These terms and any agreement for our services are governed by the laws of Ontario and the federal laws of Canada that apply there.
18.3 Courts. Either of us may bring a claim in the courts of Ontario, including Small Claims Court for smaller claims. These terms don't require arbitration, and they don't stop you from taking part in a class proceeding where the law allows it.

19. Changes to these terms

We may update these terms from time to time. We'll post the new version on our website with a new "last updated" date. Changes don't apply to visits we've already confirmed unless you agree. If you're on a cleaning plan, we'll tell you about important changes at least **7 days before** your next visit.

20. General

20.1 If any part of these terms is found invalid, the rest still applies.
20.2 If we don't enforce a term right away, we can still enforce it later.
20.3 We may transfer our rights and obligations under these terms if our business is sold or reorganized; we'll tell you if that affects your bookings. You may not transfer yours without our agreement.
20.4 These terms, the details we confirm for each visit and our Privacy Policy are the whole agreement between us about our services.
20.5 These terms are written in English. Headings are for convenience only.

21. Contact us

Family Shine Cleaning
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Hours: 8 AM – 6 PM, **Mon–Sat**