

# TERMS AND CONDITIONS of CleanerHomes Solutions Inc.

**Last Updated: 2025/05/18**

These Terms and Conditions of Service ("Terms") constitute a legally binding agreement between you ("you", "User", or "Cleaner") and **CleanerHomes Solutions Inc.** ("CleanerHomes", "we", "us", or "our") governing your access to and use of the **CleanerHomes Solutions Inc.** online platform, website, mobile applications, and associated services (collectively, the "Platform"). By accessing, browsing, or otherwise using the Platform in any manner whatsoever, you expressly acknowledge that you have read, understood, and agree to be bound by these Terms without limitation or qualification. If you do not accept and agree to these Terms in their entirety, you must not access or use the Platform.

## 1. Platform Purpose and Nature of Services

CleanerHomes is a digital marketplace that facilitates the independent connection of individuals or entities seeking residential cleaning services ("Users") with self-employed individuals and registered businesses that offer such services ("Cleaners"). CleanerHomes acts solely as a neutral intermediary and does not provide, control, supervise, direct, or manage any cleaning services.

**Important:** CleanerHomes does not employ, retain, or contract with Cleaners as employees. All Cleaners operate as independent contractors and provide services at their sole discretion. All contractual obligations, expectations, and disputes relating to cleaning services are strictly between Users and Cleaners.

## 2. Independent Contractor Status and Waiver of Employment Claims

Cleaners acknowledge and agree that they are independent contractors and are not employed by CleanerHomes. Nothing in these Terms shall be construed as creating an employment, joint venture, agency, or partnership relationship.

Cleaners understand and agree that they are responsible for their own:

- Insurance;
- Taxes, including any local, provincial, and federal taxes;
- Declaration of revenue to the appropriate government authorities.

Cleaners acknowledge that CleanerHomes is not responsible for providing any benefits, salary deductions, or any other services that an employer would provide. Cleaners are solely responsible for their own business operations, including securing proper insurance and fulfilling tax obligations.

Cleaners waive all rights to employment benefits, including but not limited to wages, tax withholdings, workers' compensation, unemployment insurance, and any claims under the Act Respecting Labour Standards (Quebec) or similar laws.

CleanerHomes **does not hire, retain, or employ Cleaners**, and all Cleaners operate as independent contractors. All services rendered are directly between the User and the Cleaner, and CleanerHomes shall have no obligation or involvement in the execution, supervision, or outcome of such services.

Cleaners expressly waive any and all rights to claim entitlement to wages, benefits, severance, termination notice, vacation pay, or any other employment-related entitlements under any applicable provincial or federal employment standards laws, including but not limited to the **Act Respecting Labour Standards (Quebec)**.

### **3. Eligibility, Legal Compliance, and Conduct Standards**

#### **3.1 Eligibility Requirements**

By registering for or using the Platform, you represent and warrant that you meet the following minimum eligibility criteria:

- You are at least 18 years of age;
- You reside in the Province of Quebec or are legally authorized to access services therein;
- If acting as a Cleaner, you are legally entitled to work in Quebec and comply with all applicable provincial and federal labor, tax, immigration, and business registration laws;
- You possess all required licenses, permits, or authorizations for providing residential cleaning services, if such requirements apply;
- You are capable of entering into legally binding contracts;
- You are not currently barred or suspended from using the Platform.

To access the Platform, Users and Cleaners must register an account and provide accurate, complete, and current information. You are solely responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account.

CleanerHomes reserves the right to verify your eligibility at any time and may suspend or terminate your account without notice if we have reason to believe you do not meet these requirements.

CleanerHomes reserves the right, at its sole and absolute discretion, to suspend, restrict, deactivate, or permanently remove any User or Cleaner from the platform at any time and for any reason or no reason, with or without notice. This includes, but is not limited to, instances of suspected misconduct, violation of these Terms and Conditions, breach of applicable laws or regulations, or conduct deemed by CleanerHomes to be detrimental to the integrity, reputation, or proper functioning of the platform.

Users and Cleaners expressly acknowledge and agree that access to the CleanerHomes platform is a revocable privilege, not a guaranteed right, and that any decision by CleanerHomes to deny, limit, or revoke access is final and binding. Such decisions shall not be subject to appeal, review, or challenge by any party, and CleanerHomes shall not be liable for any damages, losses, or claims resulting from such actions.

By using the platform, all Users and Cleaners agree to this clause and waive any and all rights to contest, litigate, or otherwise dispute CleanerHomes' discretion in administering platform access.

### 3.2 Compliance with Quebec Laws

All Users and Cleaners agree to comply with all applicable laws and regulations of the Province of Quebec and the federal laws of Canada, including but not limited to:

- The Civil Code of Quebec;
- The Act Respecting Labour Standards (Loi sur les normes du travail);
- The Charter of Human Rights and Freedoms;
- All applicable tax, employment, consumer protection, and privacy legislation.

Violations of legal obligations may result in permanent removal from the Platform and potential legal action.

### 3.3 Background Checks and Data Collection

CleanerHomes may, at its sole discretion, engage a third-party provider to conduct background checks on **individual Cleaners** (natural persons), but expressly does **not** perform background screening on **legal entities** (corporate Cleaners, partnerships, or businesses). All background checks, when conducted, are limited in scope and rely on the data and limitations of third-party databases.

CleanerHomes makes no representation or warranty, express or implied, as to the accuracy, completeness, sufficiency, or timeliness of any background screening. **CleanerHomes shall bear no liability whatsoever** for any acts, omissions, or consequences arising from erroneous, outdated, incomplete, or unavailable background information.

Users accept full responsibility for conducting their own assessments and exercising independent judgment prior to engaging any Cleaner.

By registering for or using the Platform, you expressly consent to the following:

- Authorization for CleanerHomes to conduct background checks through third-party providers, which may include verification of identity, criminal records, employment history, and other personal information;
- Collection, use, processing, storage, and disclosure of personal data (including sensitive information) as deemed necessary by CleanerHomes, in accordance with our Privacy Policy;
- Sharing of such information with service providers, law enforcement, regulatory bodies, or Users as required or permitted by law.

You further acknowledge that CleanerHomes may retain your information for as long as necessary to comply with its legal obligations, maintain records, enforce its rights, or protect the integrity of the Platform.

### 3.4 Professional Conduct and Platform Integrity

All Users and Cleaners agree to conduct themselves professionally and respectfully at all times while using the Platform. This includes, but is not limited to, the following obligations:

- Treating all parties—Users, Cleaners, and CleanerHomes personnel—with courtesy, fairness, and dignity;
- Refraining from any form of discrimination, harassment, abuse, profanity, or threatening behavior;
- Providing or receiving services honestly, reliably, and in good faith;

- Abstaining from any fraudulent, deceptive, or illegal activity on or through the Platform;
- Not misrepresenting qualifications, availability, identity, or service capabilities;
- Respecting property, privacy, and personal boundaries;
- Complying with all Platform policies, procedures, and technical requirements;
- Providing accurate, current, and complete information during registration and use of the Platform, and promptly updating any changes;
- Using the Platform solely for lawful purposes and not to engage in or promote illegal conduct.

### **3.5 Cleaner Responsibilities and Insurance**

Cleaners must perform all cleaning services in a safe, hygienic, and responsible manner and take all reasonable precautions to avoid personal injury, damage to property, or disruption of the premises.

Cleaners acknowledge and agree that they are solely responsible for any damages they cause during the provision of cleaning services and shall be liable for any resulting loss, repair, or replacement costs incurred by the User.

CleanerHomes strongly recommends that all Cleaners obtain and maintain liability insurance or commercial insurance coverage to protect against potential property damage, accidents, or other claims. CleanerHomes does not provide insurance coverage for Cleaners and assumes no liability for uninsured damages.

## **4. Confidentiality and Protection of Information**

All Users and Cleaners hereby acknowledge and agree to the following confidentiality obligations:

- **Confidential Information:** Users and Cleaners shall maintain the confidentiality of all sensitive and personal information they receive or access through the Platform, including, but not limited to, any information regarding the other party's identity, contact details, personal preferences, business operations, financial information, or any other confidential or proprietary information ("Confidential Information").
- **Obligation to Protect:** Users and Cleaners shall take all necessary measures to protect the Confidential Information from unauthorized access, use, or disclosure and will not disclose, share, or permit access to such Confidential Information except as necessary to fulfill the obligations of these Terms, or as required by applicable law or regulation.
- **Legal Action:** Any breach of this confidentiality obligation by Users or Cleaners may subject the offending party to legal action by CleanerHomes, including but not limited to seeking injunctive relief, damages, and any other legal remedy available. Such breaches may result in immediate suspension or termination of the account and may subject the breaching party to civil or criminal liability.
- **Duty to Report:** In the event of a breach or suspected breach of confidentiality, Users and Cleaners agree to immediately notify CleanerHomes and take all necessary steps to mitigate any harm caused by such breach.

## **5. Payment Terms and Processing**

Payments are processed via third-party payment providers. Users agree to pay the full cost of services plus applicable taxes and fees. Cleaners receive payment after service completion, subject to potential withholdings under Section 6.

CleanerHomes will charge fees to Users and Cleaners for services rendered, including but not limited to any applicable service charges, booking fees, or commissions. Users agree to pay all such charges as stipulated by CleanerHomes, and such charges cannot be contested. These charges are subject to change at CleanerHomes' discretion, and you agree to abide by any such changes.

CleanerHomes is not responsible for delays, errors, or disputes arising from third-party processors. Users and Cleaners must accept the applicable terms of service and privacy policies of these providers.

CleanerHomes utilizes third-party service providers to process all payments and disbursements. By using the Platform, you agree to be bound by the terms and privacy policies of these providers. CleanerHomes shall have no liability whatsoever for:

- Delayed or failed transactions;
- Payment errors or reversals;
- Unauthorized charges or identity theft;
- Any technical or processing failure on the part of the payment processor.

All risks associated with payment processing are solely assumed by the User and Cleaner.

## **6. Dispute and Payment Withholding Policy**

In the event of a complaint or dispute raised by a User, CleanerHomes may:

- Temporarily or permanently withhold Cleaner payments;
- Investigate the claim using internal review processes;
- Decide, in its sole discretion, whether any payment should be released.

CleanerHomes' decisions on payment disputes are final and binding. Cleaners waive any right to pursue legal action against CleanerHomes regarding withheld payments.

In the event of any dispute, complaint, chargeback, negative review, reported misconduct, or quality issue arising from a cleaning service reported by a User (whether formally or informally), CleanerHomes **reserves the exclusive and unilateral right**, at its sole discretion and without notice, to:

- **Withhold or delay any payment** due to the Cleaner pending investigation or resolution;
- **Permanently withhold payment** if CleanerHomes, in its sole discretion and judgment, believes the Cleaner may have caused damage, underperformed, failed to attend, acted unprofessionally, or otherwise compromised the reputation or integrity of the Platform.

Cleaners **irrevocably waive** any right to dispute such withholding decisions, and agree that CleanerHomes is **under no obligation** to release or remit any payments in such circumstances. Cleaners further waive and relinquish any rights to commence **legal proceedings, creditor actions, collections efforts, or small claims court actions** against CleanerHomes in relation to any withheld payment.

## 7. Limitation of Liability and Comprehensive Release

To the fullest extent permitted by law, CleanerHomes shall not be liable for any damages arising out of:

- Use of the Platform;
- The acts, omissions, or services of any User or Cleaner;
- Any contract or communication between Users and Cleaners;
- System errors, downtimes, data breaches, or payment failures.

You agree to release and hold harmless CleanerHomes from all liability arising from your use of the Platform.

To the **maximum extent permitted by applicable law**, and **notwithstanding any statute, regulation, or contrary judicial doctrine**, you hereby agree that CleanerHomes shall not be liable to you or to any third party for any claims, demands, losses, damages (whether direct, indirect, incidental, special, punitive, exemplary, consequential, or economic), liabilities, injuries (including death), harm to property, or any other form of damages, whether known or unknown, arising out of or in connection with:

- Your use of or inability to use the Platform;
- Any transaction, communication, or interaction between Users and Cleaners;
- The performance, conduct, or omissions of any Cleaner or User;
- Any background check, or failure to perform one;
- Unauthorized access to or alteration of your transmissions, data, or personal information;
- Breaches of data security, cyberattacks, or hacking incidents;
- The functionality, performance, or availability of the Platform;
- Errors, bugs, system outages, or Platform malfunctions;
- Payment failures, delays, chargebacks, fraudulent transactions, or any other payment-related issues.

You agree to **forever release, discharge, indemnify, and hold harmless** CleanerHomes and its officers, directors, shareholders, affiliates, agents, contractors, successors, and assigns from any and all such claims, liabilities, losses, and damages, and you expressly waive your right to **commence or participate in any form of legal action, litigation, arbitration, class proceeding, or administrative claim** against CleanerHomes arising from or relating to your use of the Platform.

## 8. Intellectual Property

All content on the Platform—including logos, text, graphics, and software—is the exclusive property of CleanerHomes or its licensors and is protected by intellectual property laws. You may not copy, reproduce, distribute, or create derivative works from any content on the Platform without our prior written consent.

## 9. Privacy and Data Collection

Your use of the Platform is subject to our **Privacy Policy**, which governs how we collect, use, disclose, and protect your personal information. By using the Platform, you consent to such data practices.

#### **10. Binding Arbitration and Waiver of Class Actions**

You agree to resolve any dispute with CleanerHomes through final and binding arbitration, and waive the right to participate in any class, collective, or representative action.

All legal proceedings shall be brought exclusively in the courts of the Judicial District of Montreal, Province of Quebec, and governed by the laws of Quebec and Canada.

You hereby expressly waive any and all rights to:

- Initiate or participate in any class action, group litigation, or representative proceeding against CleanerHomes;
- Seek relief in any tribunal, administrative board, arbitrator, or court outside of the exclusive jurisdiction stated herein;
- Join CleanerHomes as a party to any proceeding involving another User or Cleaner.

Any and all disputes, claims, or legal proceedings against CleanerHomes must be brought **individually, exclusively, and solely within the courts of the Judicial District of Montreal, Province of Quebec**, in accordance with the laws of Quebec and the federal laws of Canada applicable therein.

#### **11. Indemnification**

You agree to indemnify, defend, and hold harmless CleanerHomes, its officers, employees, contractors, representatives, affiliates, successors, and assigns from and against any and all claims, liabilities, demands, actions, damages, expenses, costs (including reasonable legal fees), and judgments arising from:

- Your breach of these Terms;
- Your use or misuse of the Platform;
- Any legal dispute between you and another User or Cleaner.
- Your interactions or contractual arrangements with other Users or Cleaners;
- Any service-related incident or allegation, including but not limited to property damage, personal injury, or theft;
- Your violation of applicable laws, including labor, tax, and privacy legislation;
- Your use of the Platform in violation of any third party's rights or any law.

#### **12. Non-Circumvention and Direct Dealings Prohibited**

Users and Cleaners acknowledge and agree that CleanerHomes is a proprietary platform facilitating the connection between individuals seeking residential cleaning services ("Users") and independent cleaning service providers ("Cleaners"). In consideration for the use of the platform and its services, Users and Cleaners expressly agree not to circumvent, bypass, or

attempt to circumvent or bypass CleanerHomes by engaging in direct or indirect transactions with one another outside the CleanerHomes platform.

This includes, without limitation:

- (i) initiating contact for the purpose of arranging or soliciting cleaning services independently of the platform;
- (ii) accepting or requesting payments for cleaning services outside of the CleanerHomes platform;
- (iii) making or receiving any payment, remuneration, or compensation of any kind for services rendered outside the CleanerHomes payment system; or
- (iv) otherwise engaging in any activity intended or designed to avoid payment of service fees or other applicable charges to CleanerHomes.

Any such actions constitute a material breach of these Terms and Conditions. CleanerHomes reserves the right to pursue any and all legal remedies available under applicable law, including without limitation, seeking monetary damages, injunctive relief, and recovery of legal fees and costs, against any User or Cleaner found to be in violation of this clause.

By using the platform, all parties agree that any attempt to bypass the CleanerHomes system by facilitating direct arrangements or payments shall subject the offending party to immediate account termination and potential legal action.

### **13. Cancellation Policy**

Users acknowledge and agree that any booking made through the CleanerHomes platform may be cancelled by the User without penalty only if the cancellation is made no less than twenty-four (24) hours prior to the scheduled start time of the cleaning service. Any cancellation made within twenty-four (24) hours of the scheduled service shall be deemed a late cancellation and the User shall be liable for the full service fee as originally agreed at the time of booking. No refunds, credits, or exceptions shall be granted for late cancellations, regardless of the reason. CleanerHomes reserves the right, in its sole and absolute discretion, to impose cancellation fees on either the User or the Cleaner for any cancellation, regardless of the timing thereof, in order to compensate for administrative costs, platform disruption, or other damages resulting from the cancellation. Such fees may be charged directly to the payment method associated with the User's or Cleaner's account and are non-refundable and not subject to dispute or appeal.

By using the CleanerHomes platform, Users and Cleaners expressly acknowledge and agree to be bound by this Cancellation Policy and authorize CleanerHomes to process any applicable charges as described herein.

### **14. Safe Work Environment, Accurate Information, and Dispute Disclaimer**

Users shall ensure that the premises where cleaning services are to be performed are safe, secure, and suitable for the performance of such services. This includes, without limitation, providing unobstructed access, a sanitary environment, and disclosure of any relevant hazards, special instructions, or conditions which may affect the provision of cleaning services. Users are obligated to provide complete and accurate information regarding the location to be cleaned,



including but not limited to property layout, cleanliness level, and any potential risks to the health or safety of the Cleaner.

Cleaners are required to immediately notify the User and, where applicable, the property owner or responsible occupant, of any unsafe conditions, material inaccuracies, or safety concerns encountered upon arrival or during service. In the event that a Cleaner, in their reasonable discretion, determines that the premises are unsafe or materially misrepresented, the Cleaner may suspend or refuse to perform the services. In such circumstances, the User shall remain liable for the full payment of the scheduled cleaning session, and no refunds or credits shall be issued.

All Users and Cleaners acknowledge and agree that CleanerHomes acts solely as a neutral intermediary facilitating the connection between independent Cleaners and Users. CleanerHomes does not employ, supervise, or control the Cleaners and is not a party to any service agreement between Users and Cleaners. Accordingly, any disputes, claims, or disagreements arising between a User and a Cleaner—including but not limited to those involving performance, safety, payment, or property conditions—shall be resolved solely between the parties involved.

CleanerHomes shall bear no responsibility or liability for any such disputes, nor shall it be obligated to mediate, intervene, or otherwise become involved in their resolution.

## **15. Third-Party Cleaning Companies and Subordinate Personnel**

CleanerHomes permits third-party cleaning businesses (“Cleaning Companies”) to register and onboard their affiliated personnel—whether employees, independent contractors, or subcontractors (collectively, “Personnel”)—to the CleanerHomes platform for the purpose of offering residential cleaning services. By onboarding such Personnel, each Cleaning Company expressly represents, warrants, and agrees to the following:

### **1. Responsibility and Supervision**

The Cleaning Company shall remain solely and fully responsible for the actions, omissions, conduct, performance, and compliance of its Personnel while using the CleanerHomes platform. CleanerHomes shall bear no responsibility, oversight, or liability with respect to the hiring, training, supervision, direction, or compensation of such Personnel.

### **2. Consent to Terms and Conditions**

The Cleaning Company warrants and affirms that each Personnel member it onboards has been informed of, has reviewed, and has affirmatively accepted CleanerHomes’ Terms and Conditions and any related policies of CleanerHomes prior to using the platform or performing any services for Users. The Cleaning Company shall indemnify and hold CleanerHomes harmless from any claim, loss, or liability arising from the failure of any Personnel to so agree.

### **3. No Employment Relationship with CleanerHomes**

The Cleaning Company shall ensure that each Personnel member is expressly informed, in writing, that they are not employees, agents, partners, or representatives of CleanerHomes, and that CleanerHomes does not exercise control over their working conditions, schedules, wages, or benefits. CleanerHomes shall have no liability, whether under employment law, agency law, or otherwise, for any

employment-related claims, tax obligations, benefits, or liabilities asserted by or on behalf of any Personnel.

4. **Payment and Compensation Structure**

The Cleaning Company acknowledges and agrees that all payments for services performed by its Personnel will be processed through the CleanerHomes platform or its authorized third-party payment processor. The Cleaning Company further affirms that it has entered into independent compensation arrangements with its Personnel and that such Personnel have no expectation of or claim to direct payment from CleanerHomes. The Cleaning Company shall be solely responsible for disbursing compensation to its Personnel in accordance with applicable law and contractual arrangements.

5. **Compliance with Law**

The Cleaning Company represents and warrants that it and its Personnel are in full compliance with all applicable laws, regulations, and licensing requirements governing employment, labor, health and safety, and tax reporting obligations. The Cleaning Company shall be solely responsible for any and all liabilities, obligations, claims, or proceedings that may arise in connection with its Personnel's use of the platform, and agrees to indemnify, defend, and hold harmless CleanerHomes from any such matters.

6. **Right to Deny Access**

CleanerHomes reserves the right, in its sole discretion, to deny access to the platform to any Personnel or Cleaning Company, or to remove any such party from the platform, with or without cause, and without prior notice or liability.

7. **Indemnification**

The Cleaning Company agrees to indemnify, defend, and hold harmless CleanerHomes, its officers, directors, affiliates, employees, and agents from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses (including attorneys' fees and court costs) arising from or related to (i) the conduct or performance of any Personnel, (ii) breach of these Terms and Conditions, (iii) violation of any applicable laws or regulations, or (iv) any contractual or employment disputes between the Cleaning Company and its Personnel.

8. **Insurance and Background Checks**

Each Cleaning Company accessing the CleanerHomes platform shall maintain, at its sole cost and expense, adequate and valid general liability insurance coverage, including coverage for property damage, bodily injury, and personal injury, with limits and terms reasonably acceptable to CleanerHomes. Proof of such insurance shall be provided to CleanerHomes upon request, and continued access to the platform is expressly conditioned upon the Cleaning Company's ongoing compliance with this insurance requirement. Failure to maintain appropriate insurance coverage shall constitute a material breach of these Terms and Conditions. The Cleaning Company is solely and fully responsible for conducting thorough background checks, including but not limited to criminal history, identity verification, and employment eligibility, on all Personnel it seeks to onboard onto

the CleanerHomes platform. The Cleaning Company warrants that all such Personnel have passed such background screenings to a commercially reasonable standard prior to their engagement.

CleanerHomes reserves the right, in its sole discretion, to require additional background checks to be conducted on any Personnel, whether initially or at any time during their use of the platform. In such instances, the Cleaning Company shall be responsible for all costs, fees, and expenses associated with such supplemental background checks, including those administered directly by CleanerHomes or through its third-party service providers.

By continuing to use the platform, the Cleaning Company expressly acknowledges and agrees to this clause and affirms its obligation to comply with all legal and contractual requirements regarding insurance and background screening of its Personnel.

## **16. Ratings and Reviews**

CleanerHomes permits Users to submit ratings, reviews, and feedback regarding their experiences with Cleaners following the completion of services arranged through the platform. By submitting a rating or review, the User represents that the content is truthful, based on their personal experience, and does not violate any applicable law, infringe any third-party rights, or contain defamatory, obscene, or otherwise inappropriate content.

CleanerHomes does not verify, endorse, or guarantee the accuracy or fairness of any ratings or reviews submitted by Users. All ratings and reviews are the sole opinion of the individual User and do not reflect the views of CleanerHomes. Accordingly, CleanerHomes shall bear no liability for any statements, representations, or content contained in User-generated reviews, and Cleaners waive any right to claim damages or pursue legal action against CleanerHomes based on any such content.

CleanerHomes reserves the right, but shall have no obligation, to monitor, remove, edit, or refuse to post any rating or review that it, in its sole and absolute discretion, deems to be inaccurate, misleading, defamatory, offensive, fraudulent, or otherwise in violation of these Terms and Conditions or the platform's content guidelines.

By submitting a review or rating, the User grants CleanerHomes a non-exclusive, royalty-free, perpetual, irrevocable, transferable, and fully sublicensable license to use, reproduce, modify, publish, translate, distribute, display, and otherwise exploit such content in connection with the operation, promotion, and improvement of the platform and its services.

CleanerHomes also reserves the right to use aggregated or anonymized ratings data for analytical, promotional, or quality assurance purposes.

## **17. Governing Law and Jurisdiction**

These Terms shall be governed exclusively by the laws of the **Province of Quebec** and the **federal laws of Canada** applicable therein, without regard to conflict of laws principles.

Any legal proceeding, claim, or dispute shall be instituted exclusively in the **courts of competent jurisdiction located in the Judicial District of Montreal, Quebec**, and both Users and Cleaners expressly consent to such exclusive jurisdiction and waive any objection based on venue, forum non conveniens, or lack of personal jurisdiction.

## **18. Modifications and Termination**

CleanerHomes reserves the right, at its sole and absolute discretion, to modify, amend, update, or revise these Terms and Conditions at any time, with or without prior notice. Any such changes shall become effective immediately upon posting on the CleanerHomes platform or website, unless otherwise specified.

Users, Cleaners, and Cleaning Companies are solely responsible for regularly reviewing the most current version of these Terms and Conditions to ensure continued compliance. Continued access to or use of the CleanerHomes platform following the posting of any changes constitutes a binding acceptance of such modifications.

CleanerHomes shall not be liable for any loss, damage, or misunderstanding arising from a failure by any User, Cleaner, or Cleaning Company to review and comply with the most recent version of the Terms and Conditions.

## **19. Severability and Non-Waiver**

If any provision of these Terms is held to be unlawful, void, or unenforceable, such provision shall be severed, and the remaining provisions shall remain in full force and effect. The failure of CleanerHomes to enforce any right or provision shall not constitute a waiver of such right or provision.

## **20. Entire Agreement**

These Terms, together with our Privacy Policy and any supplemental policies posted on the Platform, constitute the **entire agreement** between you and CleanerHomes regarding the use of the Platform and supersede all prior agreements, understandings, communications, and representations.

## **21. Contact Us**

For any questions or concerns, please contact:

**CleanerHomes Solutions Inc.**

Email: [hello@cleanerhomes.ca](mailto:hello@cleanerhomes.ca)