

Terms and Conditions

Hours of Operation: 8:00 – 6 pm Monday - Friday

Special requests can be made in advance for weekends and after hours for an additional fee.

Free initial consultation

- ✓ **Standard hourly rate:** \$40.00/hr (plus any expenses incurred). The hourly include gas unless the trip is further than 15 miles one way. Emergency rate: \$50/hour for requests with less than 24 hour notice.
- ✓ **Packages:** Flat weekly or monthly rates may be negotiated for on-going contracted concierge services.
- ✓ **A 24 hour lead** time is requested for all requests. We will always do our best to fulfill requests for service as soon as possible.
- ✓ **Transportation:** If work is conducted in the client's home, drive time will be considered a commute and no mileage charge will apply. If errands are performed outside the home they will be charged at \$.50 a mile from the client's home base. East Side clients will be charged for tolls.
- ✓ **Cancellation Policy:** If scheduled services are cancelled by the client, for any reason, less than 24 hours before the date scheduled, a cancellation fee of \$25 will be payable to "Suzy's Concierge Service." Concierge will give 48 hour notification of a cancellation.
- ✓ **Invoicing:** Invoices will be provided for all services. On going clients will be billed once a month. Payment is due upon receipt of statement. Payment may be made by cash/check/PayPal or credit card (*Square*). If paying by credit card an additional 2.7% credit card fee will be added to the total amount of the bill.
 - ✓ For large requests or purchases, partial or full payment may be requested upfront.
 - ✓ "Suzy's Concierge Service" holds the right to refuse any business it feels is unsafe or unsuitable.
 - ✓ *All client and personal information will be kept confidential and used only in respect to the services requested.*

Services to be provided:

If you agree that the foregoing fairly sets out your understanding of our mutual responsibilities, please sign a copy of this letter in the space indicated below and return to me by mail or e-mail. Feel free to ask me any questions you might have. Thank you.

Agreed and Accepted:

Name _____

Date: _____