

Terms and Conditions

Services

- All concierge services are based on a flat hourly rate
- Minimum 3-hour charge
- Additional time billed in 15 minute increments
- Flat rate includes first 10 miles of drive time, with additional time charged at current IRS rate.
- Minimum 48-hour advanced notice required for request of services, with exceptions made when scheduling permits
- Service hours Monday – Friday, 8-4 pm
- Services provided in evening or weekends as scheduling permits and include an additional \$10/hour charge.
- Delivery of alcoholic beverages requires that an adult 21 years or older be present to accept delivery.
- Count on Me 4 All reserves the right to determine service provisions and refuse service under certain circumstances.
- In bad weather conditions, Count on Me 4 All reserves the right to reschedule provision of services.

Payment

- Payment made upon completion of services (same day). A 3-hour minimum of services is required.
- Payment accepted in cash or check.
- Checks should be written to “Count On Me 4 All” for exact amount of the goods and services provided. A \$25.00 service charge will be added for all returned checks.
- Hourly rate does not include the cost of purchasing products or services requested by the client. Expenses incurred by Count On Me 4 All will be the responsibility of the client. Such expenses may include, but are not limited to the following: charges from vendors, mileage (after 10 miles), parking, and processing fees.

Access to Client's Property

- Client must provide access to home or business where service is to be provided.
- If Count On Me 4 All cannot gain access or the client is not available to accept delivery, a fee of one service hour will be charged. If repeat delivery attempts are necessary, each will be charged as a separate errand, and a one-hour minimum will apply. If additional fees are incurred

(e.g. return product to a third party), these will also be the responsibility of the client.

Cancellation

Cancellations must be made at least 24 hours prior to the client's scheduled appointment. If less than 24 hours notice is given, a cancellation fee of \$25 will be charged.

Termination of Service

Count On Me 4 All reserves the right to terminate the service of a client at any time for any reason.

Privacy

- Count On Me 4 All respects the client's privacy, and is committed to providing complete confidentiality.
- Count On Me 4 All will not sell or exchange the client's information. All information provided by the client including, but not limited to, credit card information, email addresses, phone numbers, and addresses, will be gathered for the sole purpose of providing concierge services and billing the client for services rendered.

I have read and agree to these terms and conditions.

client signature

date