



Terms and Conditions (Revised 06/01/2011)

Core Hours of Business

Monday – Friday

8:30 a.m. – 6:00 p.m.

After hours, weekend, and holiday requests may incur an additional charge.

Service Area

Generally, we serve Lamorinda and Walnut Creek / Pleasant Hill down to Pleasanton. For service within this core area, we do not charge travel expenses.

Service outside of this area can be arranged; however, mileage will be charged based on IRS standard rate allowances (currently \$0.555 cents/mi). Mileage calculation typically begins when a Concierge leaves the home office in Danville.

Pricing & Services

Services are billed by the hour, plus any direct costs incurred (travel costs are explained above). Hourly rate begins from the time a Concierge leaves the home office in Danville. Any time over the hour is billed in 30-minute increments. JSP Concierge does not provide child care or cleaning services but can arrange for those services at the client's request.

Rates are subject to change with written notice from JSP Concierge.

Payment

Hourly a la carte services (requests for individual projects or errands) will be billed upon completion. We respectfully request payment at the time of service rendered.

Clients receiving recurring, weekly service will be invoiced every two weeks. Payment is due within 10 business days.

JSP Concierge currently accepts cash and personal checks (made out to Jessica S. Peterman).

Scheduling & Cancellation

A 24-hour notice is requested for all services. We try to accommodate every request as quickly as possible, but we cannot guarantee completion of same-day requests. Urgent requests may incur an additional charge to accommodate necessary scheduling changes. JSP Concierge makes every effort to arrange Concierge schedules to meet customer needs. Therefore, services cancelled without 24-hour notice will result in a charge equivalent to one hour of time.

Miscellaneous

JSP Concierge reserves the right to refuse any request that is unsafe, unethical or would cause undue / extreme hardship on a Concierge.