



CONCIERGE SERVICE AGREEMENT

We are committed to help our client "Age in Place" by offering services provided by a professional Senior Concierge Specialist that can provide a daily/weekly scheduled arrangement which includes these following common services upon request:

- a) Safe accompaniment with showering (If independent), assistance with dressing, or grooming.
- b) Meal planning and cooking, light house cleaning including laundry.
- c) Accompany or assist client with errands, shopping, and appointments.
- d) Well visits, as necessary
- e) Wellness activities
- f) Advocacy support
- g) Assistance with bill pay/mailing
- h) Appointment scheduling
- i) Recreational support
- j) Property management
- k) Home maintenance
- l) Home modification inspections

Our service providers are trained as Senior Concierge Specialists, however many come from multitude of backgrounds including occupational therapy, physical therapy, caregiving, or nursing that enhances our specialized concierge services for the senior population while keeping independence and aging in place in mind. Wellness at Home Senior Concierge Specialists and Pine Island Wellness at Home LLC is not a regulated Home Health Agency. If you are needing home health, we can help find you the right company. Our private concierge services are divided in tiers of service. Please view provided handout to choose what level is best for you. We look forward to customizing a specific schedule and approach to facilitate services upon request.

I do understand that Pine Island Wellness at Home concierge services that will be provided are not medical. Pine Island Wellness at Home LLC. works closely with medical establishments and home health medical teams to assure our clients safety and ability to quickly receive medical attention when necessary.

I understand that services can be changed to best suit my concierge needs or be canceled at any time with 48 hours' notice using our telephone system at 941-202-4005.

I understand that for regular scheduled weekly services that there is a minimum of 6 hours a week.

Services can be requested on an as needed basis; however, it is understood that it is not guaranteed that there may be a service provider available to render service.

I understand that Wellness at Home Senior Concierge Specialists will do their best to accommodate the above requested times, however, may not be exact. Our goal is customer satisfaction, and our team always has your best interest in mind.

TIERS OF SERVICE

Level 1	Level 2	Level 3	Level 4	Level 5
6 hrs/wk Concierge	18 hrs/wk Concierge	30 hrs/wk Concierge	30 hrs /wk Concierge	40 hrs /wk Concierge
Includes: GL financial protection Advocacy & Support	Includes: GL financial protection Advocacy & Support 3hrs Mobile Concierge	Includes: GL financial protection Advocacy & Support 4hrs Mobile Concierge	Includes: GL financial protection Advocacy & Support 6 hrs Mobile Concierge Home Maintenance & Property Management Options	Includes: GL financial protection Advocacy & Support 8 hrs Mobile Concierge Home Maintenance & Property Management Options

Additional Services such as 24/7 Concierge, Overnight On-call, Home Maintenance and Property Management Options, etc. which may require additional custom quotes that can be produced with-in 24-48 hrs. We appreciate your understanding and your interest in our services. Depending on your location, additional costs and scheduling restrictions may apply.

Level 1 - \$220/wk Level 2 - \$616/wk Level 3 – \$1,004/wk Level 4 – \$1,296 +/week Level 5 \$1,624+/week

The above service tiers are a guideline. A custom service plan can apply.

CONCIERGE SERVICE FINANCIAL AGREEMENT

Thank you for choosing Wellness at Home Senior Concierge Specialists a Pine Island Wellness at Home LLC. company. We are committed to providing you with quality service upon your request. Please understand that payment of your bill is considered part of your service. The following is a statement of our financial policy which we require that you read and sign prior to any provided service.

General:

Understand that regardless of any insurance status we are not a medical establishment nor does our company affiliate with any medical care regulations, we offer private concierge service, property management, home maintenance upon request. You are responsible for the balance due on your account in advance before services are provided. You are responsible for any and all professional services rendered. This includes but is not limited to: Any third-party sub-contractors, for example: (home health visits, building contractors etc.) as well as any accrued balances used on your account such as groceries, errands, etc...

MISSED APPOINTMENTS:

Unless we receive notice of cancellation 48 hours in advance, you will be charged for the time requested. Please help us serve you better by keeping scheduled appointments.

SERVICE AGREEMENT:

As a courtesy to you, our company provides certain services, including a pre-service estimate which is based on your requests for time and resources necessary to fulfill your requests.

It is up to you to contact our office with service request change, and for you to understand that your requests must stay with-in our service time minimums which is no less than 6 hours a week.

If you have any questions concerning the pre-service estimate and/or fees for service, it is your responsibility to have these answered prior to services to minimize any confusion on your behalf.

Please be aware some or perhaps all the services provided may or may not be covered by your long-term insurance policy. Any balance is your responsibility.

PAYMENT:

FULL PAYMENT for first month is due at the time-of-service request in advance and paid monthly there after upon invoice. Any accrued balances will be included in those invoices with copy of receipts.

Unpaid balance over 30 days old will be subject to monthly interest of 1.5% (APR 18%). If payment is delinquent, the client will be responsible for payment of collection, attorney's fees, and court costs associated with the recovery of the monies due on the account. The parties agree that in the event of a dispute over any payment or fee due to by Wellness at Home Concierge Specialists/Pine Island Wellness at Home LLC. the undersigned, the Circuit Court of Lee or Charlotte County shall have exclusive jurisdiction and venue for any litigation filed by either party.

By signing this Financial Agreement, I understand and agree that I am responsible for all balances owed on my account. I have read, understand, and agree to the terms and conditions of this Financial Agreement.