

# CHALONERS OF THE HAMPTONS – CONDITIONS, PRICING AND TERMS

## Hours of Operation

- Available from 6:00 a.m. – 10:00 p.m., 7 days a week
- Services may be available by appointment beyond those hours

## Concierge Services Conditions

- If clients utilize additional hours over their monthly membership package, they can either choose to purchase à la carte hours or another package
- All unused package hours can roll over to the next month as long as another monthly package is purchased; for example if a client has 3 hours left on their first month package, they can roll those over to the next month, purchase another package of 8 hours and have 11 hours of service available to them
- We will reply to all requests for services within 24 hours
- We request that you provide at least 24 hours lead time on all requests. We will always do our best to fulfill requests for service as soon as possible, on a first come, first serve basis
- If services are requested outside of standard Chaloners of the Hamptons business hours, additional charges may apply
- Chaloners of the Hamptons reserves the right to refuse any business it feels is unsafe and unsuitable for its employees
- Credit cards held as a security will not be charged unless the client fails to provide alternate method of payment upon completion of service

## Concierge Services Pricing

- **À La Carte Prices.** Personal Assistant Services: \$40 per hour. All services completed will be charged a minimum of one hour. Incremental periods of 15 minutes will then be added so that a task which takes one-and-a-half hours will cost \$60.
- **Monthly Membership Package.** A customized option is available where hours can be purchased at the start of the month at a rate of \$35 per hour with a minimum of 8 hours purchased (\$280).

## Home Maintenance Conditions

- Home care includes preventative maintenance and ensures the wellbeing of your property.
- Multiple packages are offered designed to meet each homeowners needs including daily, weekly, monthly, seasonal and year round.
- Only an authorized person will inspect your home.
- A detailed report with pictures will be provided after each inspection.
- A home walk-through with each client will be necessary.

## Home Maintenance Pricing

Frequency	Rate
Monthly (1 time)	\$35 / month
Bi-Weekly (2 times)	\$65 / month
Weekly (4 times)	\$100 / month

## Payment Terms

- All monthly membership packages must be paid for up front by personal check or credit card
- We accept Visa, MasterCard, American Express and PayPal
- Payment for all à la carte service is due upon completion
- All additional service charges incurred such as dry cleaning, groceries or theatre tickets will be due upon completion of service
- A major credit card will be held as a security upon request of services