



FAIRHOPE CONCIERGE

Client Services Agreement & Onboarding Authorization
Non-Medical Concierge & Companion Services • Fairhope, Alabama

Thank you for choosing Fairhope Concierge.

Please read this agreement carefully in its entirety before signing.

IMPORTANT: This agreement contains a full release of liability, indemnification clause, and limitation of damages. Please read Sections 9–14 carefully before signing.

A. RESPONSIBLE PARTY INFORMATION

The adult entering into this agreement who is financially responsible and authorizing all services.

Responsible Party Full Name: _____

Relationship to Service Recipient: _____

Address, City, State, ZIP: _____

Phone Number: _____

Email Address: _____

Preferred Contact Method (call / text / email): _____

B. SERVICE RECIPIENT INFORMATION

The individual who will directly receive Fairhope Concierge services.

Service Recipient Full Name: _____

Date of Birth: _____

Service Address (where visits will occur): _____

City, State, ZIP: _____

Service Recipient Phone (if applicable): _____

Medical conditions or mobility considerations (optional): _____

Pets in home (type / name): _____

Service Start Date: _____

C. SELECTED SERVICE PLAN

SENIOR COMPANION SERVICES

- Starter — \$300/month (4 hours per month)
- Essential — \$560/month (8 hours per month)
- Standard — \$816/month (12 hours per month)
- Premium — \$1,300/month (20 hours per month) ★ Most Popular
- Concierge — \$1,860/month (30 hours per month)
- Elite — \$2,400/month (40 hours per month)

CONCIERGE TASK SERVICES

- Essentials — \$249/month (4 tasks per month)
- Busy Professional — \$499/month (8 tasks per month) ★ Most Popular
- Full Concierge — \$799/month (12 tasks per month)

Each companion visit and concierge task is billed as a full hour (60 minutes), even if the service is completed in less time. Unused tasks do not roll over to the following month. Unused companion care hours roll over one month.

D. TERMS OF SERVICE

1. NATURE OF SERVICES

Fairhope Concierge provides non-medical concierge and companion services only. Services are performed within the Fairhope and Eastern Shore area by independent contractors engaged by Fairhope Concierge.

2. NON-MEDICAL LIMITATION

Fairhope Concierge is NOT a medical service, home health agency, or licensed care facility. No medical care, advice, assessments, or treatments are provided. Medication reminders are observational only. The Responsible Party acknowledges Fairhope Concierge is not a substitute for professional medical or emergency care.

3. BACKGROUND CHECKED PROVIDERS

All service providers are thoroughly background checked prior to working with any client. Fairhope Concierge makes reasonable efforts to verify provider backgrounds but does not warrant provider conduct beyond these checks.

4. SCHEDULING & AVAILABILITY

Services are scheduled in advance. Same-day, urgent, and weekend requests are available as premium add-ons subject to availability. Fairhope Concierge may reschedule visits due to provider illness or emergency with reasonable notice.

5. MEMBERSHIP & PAYMENT

Memberships are billed monthly in advance. By signing, the Responsible Party authorizes Fairhope Concierge to charge the card on file for all fees, approved add-ons, and purchases made on the client's behalf.

6. CANCELLATION

Refund window: The refund window begins on the date of the first completed visit or task. Within seven (7) days of that first visit or task, the Responsible Party may request a refund of amounts paid, minus the value of any visits or tasks already completed during that period. After seven (7) days from the first completed visit or task, any unused visits or tasks in the current paid period are non-refundable. Visits or tasks already provided are non-refundable at any time. Cancellation of future billing requires 7 days' written notice prior to the next billing cycle; services continue through the paid period. Non-recoverable payment processing fees are not included in refunds. Approved refunds are returned to the original payment method within 5–10 business days.

7. ERRANDS & PURCHASES

Purchases are completed using the card on file. Receipts provided for all purchases. Fairhope Concierge is not responsible for third-party product quality, availability, or delays.

8. SERVICE SCOPE & RIGHT TO DECLINE

Services are limited to non-hazardous tasks within the scope of concierge support. Fairhope Concierge reserves the right to decline any unsafe or out-of-scope request. Fairhope Concierge is NOT an emergency service. Call 911 in any medical or safety emergency.

E. LIABILITY, RELEASE & INDEMNIFICATION

READ CAREFULLY: By signing, you release Fairhope Concierge from all liability and agree to indemnify Fairhope Concierge against claims. This is a binding legal release.

9. ASSUMPTION OF RISK

The Responsible Party acknowledges that in-home services involve inherent risks and voluntarily assumes all risks associated with services, including risks related to the Service Recipient's pre-existing physical, cognitive, or medical conditions.

10. FULL RELEASE OF LIABILITY

To the fullest extent permitted by Alabama law, the Responsible Party, on behalf of themselves and the Service Recipient, RELEASES, WAIVES, and DISCHARGES Fairhope Concierge, its owners, contractors, and agents from any and all claims, damages, or losses arising from:

- Any injury, illness, death, fall, or harm to the Service Recipient during or related to services, regardless of cause
- Any pre-existing condition, deterioration of health, or medical event involving the Service Recipient
- Any damage to, loss of, or theft of personal property at the service location
- Any actions or omissions of independent contractors providing services
- Any third-party products or services obtained on the client's behalf
- Any failure to detect or respond to a medical or safety emergency
- Any injury to a service provider occurring at the service location
- Any outcome resulting from following client or Responsible Party instructions

11. INDEMNIFICATION

The Responsible Party agrees to INDEMNIFY, DEFEND, and HOLD HARMLESS Fairhope Concierge and its contractors from any claims, damages, costs, and attorney's fees brought by any third party arising from: (a)

breach of this Agreement; (b) misrepresentation by the Responsible Party; (c) the Service Recipient's condition or wellbeing; or (d) any injury to a service provider at the service location.

12. LIMITATION OF DAMAGES

In no event shall Fairhope Concierge be liable for indirect, incidental, consequential, or punitive damages. Maximum total liability shall not exceed the fees paid for the specific month in which a claim arose.

13. PROPERTY ACCESS & HOME CONDITION

The Responsible Party warrants they have legal authority to grant access to the service location and acknowledges Fairhope Concierge is not responsible for pre-existing damage, hazardous conditions, or unsafe elements at the location. Providers may leave immediately if conditions are deemed unsafe.

14. PROVIDER SAFETY & RIGHT TO DISCONTINUE

Service providers must be treated with respect. Fairhope Concierge reserves the right to immediately discontinue services without refund if any provider experiences abusive, threatening, or inappropriate behavior. Any injury to a provider caused by hazardous conditions or individuals at the service location is the responsibility of the Responsible Party.

14A. FRAUD SHIELD — ADVISORY SERVICE DISCLAIMER

Fraud Shield is an advisory service only. Fairhope Concierge provides general guidance based on commonly known fraud and scam patterns when clients forward suspicious calls, texts, emails, or mail for review. The Responsible Party acknowledges and agrees that: (1) Fairhope Concierge does not guarantee the accuracy of any scam assessment; (2) Fairhope Concierge will not contact authorities, financial institutions, or third parties on the client's behalf; (3) all guidance provided is a trusted second opinion only and does not constitute legal, financial, or professional advice; (4) the client or Responsible Party retains sole responsibility for verifying any suspicious content independently and for any action taken; and (5) Fairhope Concierge shall not be held liable for any loss or damage arising from reliance on Fraud Shield guidance.

F. PHOTO & VIDEO CONSENT & RELEASE

15. AUTHORIZATION — SELECT ONE

I AUTHORIZE photo and/or video updates during visits.

I understand these will be shared privately with designated contacts only via secure messaging, stored no longer than 30 days, and never used for marketing, social media, or any other purpose without separate written consent.

I DECLINE photo and video updates.

Written visit summaries will be provided after each visit in lieu of photos/videos.

16. PHOTO/VIDEO RELEASE

If authorized above, the Responsible Party releases Fairhope Concierge from claims arising from the capture, transmission, or accidental interception of photo/video content, provided reasonable care was taken. The Responsible Party agrees that no photo or video captured during a service visit may be used as evidence against Fairhope Concierge without prior written consent.

17. UPDATE RECIPIENTS

Visit updates will be sent ONLY to the following designated individuals:

Primary Recipient Name & Phone or Email: _____

Secondary Recipient Name & Phone or Email (optional): _____

Photo/Video Initials: _____

G. EMERGENCY CONTACTS

Fairhope Concierge is authorized to contact the individuals below in emergencies. Fairhope Concierge is NOT an emergency service. Call 911 in any medical emergency.

Emergency Contact #1 Name & Relationship: _____

Emergency Contact #1 Phone: _____

Emergency Contact #2 Name & Relationship (optional): _____

Emergency Contact #2 Phone (optional): _____

H. PAYMENT AUTHORIZATION

I authorize Fairhope Concierge to store and charge the payment method below for all membership fees, approved add-ons, and client purchases.

Cardholder Name: _____

Last 4 Digits of Card: _____

Card Type (Visa / Mastercard / Amex / Discover): _____

Billing ZIP Code: _____

Cardholder Signature

Date

I. ACKNOWLEDGEMENT & BINDING AGREEMENT

By signing below, the Responsible Party confirms: (1) they are 18 or older; (2) they have legal authority to enter this agreement on behalf of themselves and the Service Recipient; (3) they have read the entire agreement including all liability release and indemnification provisions; (4) they agree to be legally bound by all terms; and (5) this agreement was entered into voluntarily without duress.

The Responsible Party acknowledges that no oral representations have been made that are not reflected in this written agreement and that this constitutes the entire agreement between the parties.

Responsible Party Signature

Date

Responsible Party Printed Name

Date

Fairhope Concierge Representative Signature

Date

Fairhope Concierge Representative Printed Name

Date

FOR OFFICE USE ONLY

Agreement Received Card Confirmed Plan Activated Photo Preference Noted Provider Assigned

Assigned Provider: _____

Intake Notes: _____

This agreement is governed by the laws of the State of Alabama. Any disputes shall be resolved in Mobile County, Alabama.
Fairhope Concierge • Fairhope, AL • fairhopeconcierge.com