

Service Agreement

This Agreement ("Agreement") is made and entered into between
Time Is Money Executive Concierge Inc. ("Provider") of #308, 111- 14th Ave S.E.
Calgary Alberta T2G 4Z8, and
_____ ("Client") of
_____ (insert address)
effective the ____ day of _____, 200__.

BACKGROUND:

- A. The Client is of the opinion that the Provider has the necessary qualifications, experience and abilities to provide services to the Client.
- B. The Provider is agreeable to providing such services to the Client, on the terms and conditions as set out in this Agreement.

THIS AGREEMENT WITNESSES that in consideration of the mutual covenants and agreements contained in this Agreement, Client and Provider agree as following Terms and Conditions:

1. Services:

The Client hereby agrees to engage the Provider to provide the Client with services consisting of concierge services and such other services as the Client and the Provider may agree upon from time to time (the "Services"). Services are listed in Schedule A but are not limited solely to this list. Provider agrees, at all times during the term of this Agreement, to provide the services in a timely and professional manner.

2. Membership:

Membership is for the period of one year. Membership is not required.

All Clients will be required to complete a Client Information Form. The Client will provide a valid Credit Card and Drivers License to the Provider to be kept on file. The Client will fax a copy of the front and back of both the Credit Card and Drivers License.

- NO MEMBERSHIP
All services **must be requested 72 hours in advance.** 1 hour minimum will be charged for all services. Rush requests, evening & weekend service jobs and orders will be subject to premium rates.
- A LITTLE MORE TIME MEMBERSHIP
\$175 per year.
All services **must be requested 48 hours in advance.** Services will be measured in 30 minute increments. Rush requests, evening & weekend service jobs and orders will be subject to premium rates. Client receives 15% discount on all service prices.
- WHERE DOES THE TIME GO? MEMBERSHIP
\$500 per year.
All services **must be requested 24 hours in advance.** Services will be measured in 15 minute increments. Rush requests, evening & weekend service jobs and orders will be subject to premium rates. Client receives 20% discount on all service prices.
- ANYWHERE, ANYTIME MEMBERSHIP
\$1000 per year.
All services **must be requested 6 hours in advance.** Services will be measured in 5 minute increments. Evening and weekend requests and service orders will be subject to premium rates. Client receives 25% discount on all service prices.



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3. Service Tiers:

Client will be charged based on the tier of service provided. Service tiers are as follows:

- EASY SERVICES
Charged at a rate of \$65.00 per hour.
- ESSENTIAL SERVICES
Charged at a rate of \$80.00 per hour.
Services beyond the downtown core may be subject to a surcharge.
- EXCEPTIONAL SERVICES
Charged at a rate of \$110.00 per hour.
Services beyond the downtown core may be subject to a surcharge.
- QUICK REFERRAL SERVICES
Provider will help Client to find activities and attractions.
All referrals / recommendations / bookings are charged \$9.99. If the request requires further research and time, standard hourly service rates apply.

The Provider will make all efforts to provide an estimate of the time required to complete a task and the approximate cost for products. These estimates are only approximates and may vary depending, but not limited to various external factors such as traffic, weather, third party charges, etc.

4. Service Charges & Invoicing:

The Provider will be reimbursed for all reasonable and necessary expenses incurred by the Provider in connection with performing the services hereunder. Provider's hourly rates do not include the cost of products or services, postage, long distance charges, 3rd party charges or other such expenses which may be incurred by Provider in the performance of its obligations hereunder.

If the Client will be using a Credit Card to pay final invoices, they will fax a Credit Card Authorization Form (on Page 3 of the Client Information Form) to the Provider. Cash, debit, cheque and money orders are also accepted.

Provider shall have the right to bill the Client Credit Card for the fees, services and products ordered under the terms of this agreement. Client will have their credit card charged immediately upon processing of products and completion of services. Invoice will follow.

In event that a valid credit card is not available, a deposit, determined based on the value of the services, will be required before the services are performed. The Client will have to provide the Provider post-dated cheques for all services above \$500.

All invoices being paid by cash, debit or money order are due immediately upon receipt of invoice by client.
Late charges will be charged for invoices not paid within 7 business days.

Each invoice will include dates, hours, itemized products, services completed and any additional charges incurred while performing the services. Receipts will be provided upon request.

The Client will be contacted by the Provider if Client's Credit Card is declined. Alternative payment will be arranged. Cheques that are rejected by the Provider's banking institution will be subject to a \$50 fee.



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5. Currency:

Unless otherwise provided for, all monetary amounts referred to herein will be paid in Canadian dollars.

6. Performance:

Both parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

7. Errors & Omissions for Referred Business Services:

Provider endeavours to provide services of the highest quality for all of its clients and will from time to time give Client referrals to 3rd parties for certain businesses. Businesses are referred by Provider, based on the professional reputation of each company, agency, business, service or individual and are expected to provide quality service. Provider is not liable for any unsatisfactory services provided by any referred businesses or for any claims arising from any referred business' inability or failure to perform their agreed services in any way. Although Provider may suggest a referred business, it is the sole responsibility of Client to select the business which best suits Client's needs.

From time to time, Services provided to the Client will require the Provider to attend the Client household to complete Services. Residential keys may have to be provided to the Provider, and are done so in good faith of both parties. All Services will be carried out in a timely fashion and are entered into with both parties consent.

8. Confidentiality:

The Provider will not divulge to third parties matters confidential without Client explicit permission. Except where specifically agreed otherwise, all material, data, information etc. collected during the course of the Agreement will remain in the possession of the Provider and not used without their permission.

9. Governing Law:

It is the intention of the parties to this Agreement that this Agreement and the performance under this Agreement, and all suits and special proceedings under this Agreement, be construed in accordance with and governed, to the exclusion of the law of any other forum, by the laws of the Province of Alberta, without regard to the jurisdiction in which any action or special proceeding may be instituted.

Time Is Money Executive Concierge Inc. (403- 612-2993)
#308 111 14th Ave S.E Calgary, AB T2G 4Z8

Seller
Printed Name

Client

Client
Printed Name

Date

Commencement date for work/services _____

Completion date for work/services _____

Place Signed & Physical Address



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Schedule A

Easy Services

- Appointment Scheduling
- Restaurant Reservations
- Flower Orders
- Spa Bookings
- Ticket Ordering
- Golf Tee Times
- Car/Limo Rentals
- Gift Certificate Ordering
- Accommodations
- Reservations
- Air Reservations
- CD Burning

Essential Services

- Banking Needs
- Bill Payments
- Pick Up & Delivery Services
- Tailor Drop Off & Pick Up
- Shoe Repair Service
- Dry Cleaning
- Prescription Drop-Off & Pick Up
- Library & Video Return
- Sprit & Wine & Beer Delivery
- Recycling
- Grocery Shopping
- Gift Baskets & Gift Packages
- Gift Buying & Wrapping
- Picture Development
- Personal Shopping
- BBQ Packages
- Vehicle Cleaning & Washing
- Vehicle Servicing
- Vet Appointments/Pet Taxi
- Mailouts/Envelope Stuffing
- Holiday & Promotional Gifts
- Renovation Coordination
- Back-to-School Shopping
- Christmas Shopping
- Cottage Rentals
- Weekend Camping & Cabin Shopping
- Invitation Organization & Mailing

Exceptional Services

- Wait Service (Telephone/Cable)
- Photo Shoots
- Out of Town Visitor Organization
- Relocation Assistance
- Project Research
- Complete Weekend Getaways
- Wedding Organization
- Stagette/Stag Organization
- Dinner Party Organization
- Car Importing
- Corporate/Individual Coaching
- Fitness and Lifestyle Training
- Nutrition Counselling
- Etiquette Training
- Image Consulting
- Matchmaking
- Specialized Corporate Gifting
- Nanny Services
- Child Transportation Services
- Day-home Coordination
- Personal Chef

