



Service Agreement & Policies

By purchasing services from Silver Concierge Carolinas, I acknowledge and agree to the following:

Services: Silver Concierge Carolinas provides personalized, non-medical concierge, companion, transportation, travel, organizational, errand, household, and lifestyle assistance. Services do not include medical, nursing, legal, financial, or other licensed professional care.

Scheduling: Concierge services generally have a two-hour minimum unless otherwise agreed upon. Services and scheduling are subject to availability and may be customized to meet individual needs.

Payment & Expenses: I agree to pay for services purchased, along with any authorized additional hours, mileage, travel time, purchases, reservations, travel expenses, or other costs incurred on my behalf. Additional mileage and travel-time fees may apply for travel beyond 15 miles from Silver Concierge Carolinas' home office or designated service area.

Cancellations: At least 24 hours' notice is requested for cancellations or schedule changes. Late cancellations may be charged up to the scheduled service amount or applicable minimum. Travel, special events, and extended assignments may have separate cancellation policies. Expenses already incurred on my behalf remain my responsibility.

Transportation & Travel: I understand that transportation, travel, outings, errands, and other activities involve ordinary risks. Silver Concierge Carolinas will exercise reasonable care but cannot be responsible for delays, cancellations, injuries, losses, or other circumstances outside its reasonable control, including the actions of third-party providers.

Emergencies: Silver Concierge Carolinas is not an emergency or medical service. If an emergency occurs, I authorize the concierge to contact 911, emergency personnel, and/or my designated emergency contact when reasonably necessary.

Liability & Assumption of Risk: I voluntarily accept the ordinary risks associated with the services and activities I request. To the fullest extent permitted by law, I agree that Silver Concierge Carolinas will not be responsible for losses, injuries, damages, delays, or expenses arising from circumstances outside its reasonable control or the acts or omissions of independent third parties. Nothing in this agreement waives liability that cannot legally be waived.

Client Responsibility: I agree to provide accurate information and communicate any relevant needs, limitations, safety concerns, or special instructions. Silver Concierge Carolinas reserves the right to decline or discontinue services that are unsafe, unlawful, outside the agreed scope of service, or beyond the reasonable capabilities of its concierge team.