# Frequently asked questions

1. How much do you charge?
   a. $25 is a flat rate fee per hour
   
   Standard Package-Standard. My standard package rates are available to residents requiring acces to my services during the work week.  Standard customers can take advantage of up to as many requests per day/week/month during the allotted times.
   
   Standard services include:
   - Grocery Shopping
   - Errand Services
   - Healthy Home (cleaning)
   - Event Planning
   - Travel, Recreation, & Leisure planning and more…

2. Are you insured?
   a. Yes. Concierge is covered under both professional and liability insurance. Customer may request to see proof of insurance.

3. Can services be scheduled daily, weekly or monthly?
   a. Yes. Your Local Concierge Service is available Monday-Thursday, 9 a.m.-5 p.m.---If you have a request that falls outside the allotted day/times, prior approval must be received.

4. When do I have to pay for concierge service?
   a. Payment is rendered at the time of service. Acceptable forms of payment are **CASH & CARD** only.  There is a 3% (swiped) and 5% (manual) processing fee added to all credit car transactions. Receipt is provided.

5. Can you guarantee to meet my request?
   a. I will guarantee to do my best. Please keep in mind that the information or assistance you need will depend upon the specific nature of your request.  I will exhaust all possible avenues in attempts to fulfill your request.  Concierge will consider any request that is submitted.

6. Do you require a contract to be signed?
   a. Yes. Concierge will schedule a meet & greet with the client prior to assignment. Usually, one-week prior.  Concierge will go over contract, expectations to ensure request(s) can be completed and any questions/concerns the customer may have at that time. Concierge allows one visit to customers home prior to signing contract. If customer wishes to schedule ongoing services with concierge, contract must be signed before any other services are performed.