

## Terms and Rates

Time Flies Errand Services will be referred to "TFES" in this section:

### Services

- TFES requests at least a 24 hour notice for all Errand/Concierge services. Depending on availability, same day service is available. Evening and weekend service is also available and could be subject to a higher hourly/flat rate. Please see Rates and Fees.
- Requests for services which are illegal and /or unethical will not be granted.
- Cancellation of services requires a 24-hour notice.
- Our normal business hours are Mon. - Fri. from 8:00 a.m. - 5:00 p.m. We do offer Saturday service and evening hours with prior arrangement and could be subject to a higher hourly/flat rate. Please see Rates and Fees. We are closed on Sundays.

### Rates and Fees

- An initial client "errand assessment" consultation is free. (Most only take about 15-20 minutes)
- All normal errand/concierge services are \$25.00 per hour with one (1) hour minimum. After one (1) hour client will be billed in 15-minute increments.
- All evening, weekend and holiday errand/concierge services will be billed at \$40.00 per hour with one (1) hour minimum. After one (1) hour client will be billed in 15-minute increments.
- All Rates and Fees do not include cost of purchases.
- A \$5.00 fuel charge will be added if any service exceeds 20 miles roundtrip from zip code 46514.
- All services cancelled without a 24-hour notice could result in a \$25.00 cancellation fee. Cancellations can be made by phone or email.
- \$35.00 returned check fee.

### Payment

- All service fees are to be paid at time of errand completion.
- **Purchases made on client's behalf are to be paid by client before services are provided by TFES.**
- **HIGHLY RECOMMENDED:** Client may also fund their own "errand account" for future purchases.
- The following payment methods are currently accepted: check, money order and cash. Please make out checks to: Time Flies Errand Services LLC.

### Confidentiality

- TFES will not at any time sell or exchange our client information to outside sources.
- TFES will not give out any information about our clients without their consent.
- Vendors/Service Providers will be provided with only the information required to complete a specific task.
- Discretion will be strictly adhered to by TFES and all employees/Independent Contractors.

### Other

- TFES is a licensed business and is a subcontractor of the Client.
- Subcontractors used to accomplish a project are not considered employees. If TFES needs to subcontract, TFES will make every effort to contract with competent, honest, and trustworthy individuals.

# Time Packages

Check out our 3 different options that can not only save you a lot of time, but can change your life from stressful to relaxing. Ask about becoming a Time Flies Time Saver!

## Time Saver I:

- Includes: 10 hours\* of Errand Services for only \$225.00 per month
- Benefits: 1 hour free, (regularly \$250.00) a **savings of \$25.00!**

## Time Saver II:

- Includes: 15 hours\* of Errand Services for only \$325.00 per month
- Benefits: 2 hours free, (regularly \$375.00) a **savings of \$50.00!**

## Time Saver III:

- Includes: 20 hours\* of Errand Services for only \$425.00 per month
- Benefits: 3 hours free, (regularly \$500.00) a **savings of \$75.00!**

*\*Hours are for one (1) month only and cannot be transferred to another month.*

*\*Time packages do not apply for weekend/holiday rates. Weekend/holiday rates will be billed at \$40.00 per hour and is subject to availability. Does not include cost of purchases.*

*\*Time packages **include** fuel. (No fuel charge will be added)*

Prices and Terms are subject to change without notice.