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# *The Front Desk Belle Concierge Services*

## **Additional Information On Services & Fees**

**~ Tennessee ~**

Our fees are billed per man-hour for services we provide in-house. After the first man-hour per concierge of any service visit, hourly fees are billed in 15 minute increments. Package Plan man-hours must be used within the month they are purchased and do not carry over.

For any services or labor we do not provide in-house, we act as your liaison with a variety of vendors and subcontractors. We do the planning and the leg-work for you, and then recommend and coordinate with quality service providers to meet your needs. We bill as stated above for our role in these cases. However, these third-party service providers will bill you directly.

**Pay As You Go:** Do you have just a few errands to run, or don't want to commit to a monthly plan? You can pay for services just when you need them, on an hourly basis. The hourly rate is \$40 for the first man-hour/per concierge of each service or visit, then \$38 for each additional man-hour billed in 15 minute increments. See **\*Mileage Fee**

**Pay As You Go payments are due at the time of service.**

**Event Rates:** Please contact us to discuss special rates for events.

**Rush Service Surcharge:** Service request within twelve hours, are subject to a surcharge of \$35.00 being added to the invoice amount.

**Package Plans:** The most economical way to avail yourself of the full range of our services is through one of our package plans. These plans provide significant discounts over our regular hourly rates, and with this variety there's a plan just right for you. You may schedule all of your hours up front, or use them as needed throughout the month. Just contact us to request and schedule services and we'll work with you to meet your needs.

**Bronze Plan:** \$370.00 for up to 10 man-hours of service for the month

**Silver Plan:** \$700.00 for up to 20 man-hours of service for the month

**Gold Plan:** \$1020.00 for up to 30 man-hours of service for the month

**Executive Plan:** \$1280.00 for up to 40 man-hours of service for the month; additional hours over 40 are billed at the rate of \$30.00 per man-hour under the Executive Plan.

**All Package Plan payments are due at booking.**

**Man-Hour Minimum:** There is a four man-hour minimum, per person/per day, for Package Plans and jobs negotiated at Event Rates.

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**Cancellation or Rescheduling of Service Appointment:** We understand that on occasion you may need to cancel or reschedule a service appointment. In order to rearrange scheduling, 48-hour notice is requested. If requested notice is not given, after the second occurrence within a six-month period, the minimum four man-hour service visit will be charged.

**\*Mileage Fee:** In addition to the man-hour rate or package plan price, service-related travel outside of a 15-mile radius of your designated service address, we charge .45 cents per mile, plus man-hour/travel time. Mileage is rounded to the nearest mile. Mileage fees could occur for longer distance, out of town, errands.

**Late Fee:** Outstanding invoices, over 30 days from billing date, will be assessed a monthly late fee of 10% of the balance due. Also, any additional fees (postage, court fees, etc...), required to collect outstanding balance, will be added onto the invoice.

