

**RIGHTS AND EXPECTATIONS**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have hired ***Be Right There! Concierge*** to provide the service specified on my Service Order Form. I have had an opportunity to be specific in my request and disclose any relevant information specific to that request. I have been provided contact information for ***Be Right There! Concierge*** in the event that my request changes. If a request needs to be cancelled, I understand that I must give notice two hours prior to the time of the request or, at the discretion of the owner, I may be charged the full amount for the service request after review of circumstances. All changes to requests must be made by party to be billed or party to receive service. ***Be Right There! Concierge*** will do what it can to notify party to be billed in the event of a change in request, but the party to be billed assumes financial responsibility for any/all changes made by party to receive service. Signature below of either party is sufficient to create legal obligation of requesting party/party to be billed to pay for service.

For all requests for which transportation is required, ***Be Right There! Concierge*** requires either party to be billed or party to receive services to provide the vehicle with which to provide the specific service request, and to carry the all state-required insurance in order for both ***Be Right There! Concierge***driver and all parties to be covered in the unfortunate case of accident or emergency.

***Be Right There! Concierge*** promises to keep all service information and specific instructions or medical information completely confidential. We are committed to providing private and personalized services that preserve the dignity, trust, and integrity of our customers and clients and our relationships with them. As protected by the law, under no circumstance, will we or any of our representatives disclose whole or in part, ANY of our clients’ personal information, nor will any business, third party, or individual be permitted to refer to us for information about our clients and/or their families at any time. All billing and service information is also kept private and confidential and WILL NOT be posted, uploaded, attached, or transferred on any public or unsecured network, social media site, or readily available to anyone other than the owner or legal representative.

**DISCLAIMER AND WAIVER**

We are not medical professionals. As such, we do not offer medical advice of any kind, do not hold ourselves out to be medical professionals, and do not offer medical related services. In the case of emergency, of course, always call 9-1-1 or immediately contact emergency medical services.

Signing this documents indicates that you understand that you have hereby waived, released and discharged all possible claims, foreseeable and unforeseeable, against ***Be Right There! Concierge*** and any of its employees, members, representatives or associates. Your signature indicates you are signing this voluntarily and on your own behalf, on the behalf of your heirs, executors, administrators, legal representatives, and assigns. Signing this also indicates that you have, in fact, read the waiver and understand it.

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Signature of Party to be Billed Signature of Party Receiving Service\*

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Date Date