

Client Service Agreement

Senior Companion & Lifestyle Concierge | 612-504-0113

Client name _____ Phone _____

Address _____ Email _____

Emergency contact _____ Phone _____

1. Purpose of this agreement

This agreement describes the companion and concierge services provided by Good Company Twin Cities ("Good Company") and the terms under which those services are scheduled and billed. Good Company provides social companionship, concierge assistance, and non-medical support. These are not medical, nursing, home-health, or personal-care services.

2. Services available

Services may include companionship at home or in the community; conversation and social visits; dining, movies, concerts, cultural events and other outings; errands and shopping; appointment accompaniment; small household tasks; driving as part of an agreed service; pet-related assistance; and coordination or referral for other requested services.

Good Company is not a transportation service. When driving makes sense as part of the time spent together, the representative is glad to drive, and mileage is handled as described in Section 5.

3. Service rates and minimum booking times

Service / time	Rate	Minimum
Weekdays, 8:00 AM to 6:00 PM	\$45 / hour	By service
Weekday evenings, after 6:00 PM	\$55 / hour	By service
Saturday and Sunday, daytime	\$55 / hour	By service
Friday and Saturday premium evening outings	\$65 / hour	4 hours
Concierge and errand services	Applicable hourly rate	2 hours
Companion services and standard outings	Applicable hourly rate	3 hours

Minimums: concierge and errand bookings have a two-hour minimum; standard companionship and ordinary outings have a three-hour minimum; Friday or Saturday premium evening outings, such as dinner plus a movie, concert or theater, have a four-hour minimum.

4. Billable service time

Service time begins at the agreed start time and continues while the Good Company representative is committed to or available for the client. This includes accompanying the client, completing requested errands, and waiting during appointments or events. Additional time is billed at the applicable hourly rate.

5. Mileage, tickets and outing expenses

When a personal vehicle is used for client-requested driving or errands, **mileage is charged at the current IRS standard business mileage rate**. The client is responsible for requested purchases and outing expenses, including tickets and admission, parking, tolls and similar costs. When the representative must purchase a ticket, admission or meal in order to accompany the client, that reasonable expense is also the client's responsibility unless otherwise agreed in advance.

Referencing the IRS rate keeps this figure current without amending the agreement. The IRS publishes the rate at [irs.gov](https://www.irs.gov) and may revise it during a calendar year.

6. Scheduling and cancellations

Services are subject to availability, and evening, weekend and event bookings should be reserved early. Cancellations should be made at least 24 hours before the scheduled start time. Good Company may charge up to the applicable minimum booking amount for cancellations made with less than 24 hours' notice. Non-refundable tickets or expenses purchased at the client's request remain the client's responsibility.

7. Payment

Payment is due at completion of the service unless another arrangement is approved in advance. The client is responsible for service time, mileage and the reimbursable expenses described in this agreement.

8. Non-medical scope of services

Good Company provides companion and concierge services only. Representatives do not diagnose or treat medical conditions, administer medications, provide skilled nursing, perform medical procedures, or provide services requiring a professional healthcare license. Good Company may decline or discontinue a service that falls outside this scope.

9. Client safety and changes in circumstances

The client or responsible party agrees to disclose information reasonably necessary for safe service delivery, including mobility limitations, transportation considerations, allergies, behavioral concerns, or other circumstances that could materially affect a service or outing. Good Company may modify, postpone or end a service when conditions are unsafe or materially different from what was arranged.

10. Personal property and purchases

Clients should not provide access to cash, credit cards, keys or other property beyond what is reasonably necessary for the requested service. Authorized purchases made for the client are reimbursable, and receipts should be retained.

11. Agreement and authorization

By signing below, the client or authorized representative acknowledges and agrees to the rates, minimum booking times, mileage, expenses and service terms above, and authorizes Good Company Twin Cities to provide the requested companion and concierge services.

Client / authorized representative _____

Signature _____ Date _____

Good Company representative _____

Signature _____ Date _____