



Terms and Conditions for Property Wellness Advantage Program

Thank you for choosing us for your home's preventative maintenance needs. To ensure we provide the most efficient and timely service to all of our clients, we have developed a set of policies regarding appointment scheduling, rescheduling, and no-shows. By subscribing to our service, you agree to these terms.

1. Service Scheduling & Recurrence

- Our subscription service includes routine maintenance visits scheduled at a fixed interval (e.g., every 3 months).
- Our service routes are planned based on geographical areas to minimize travel time and keep our service costs down. This helps us ensure we can offer the best value to all of our customers.
- Your initial visit will be scheduled with you, and subsequent visits will be automatically scheduled according to your subscription plan.

2. Appointment Rescheduling Policy

To maintain our efficient service routes, we require adequate notice for all rescheduling requests.

- **Rescheduling with More Than 7 Days' Notice:** You may reschedule your appointment with no penalty or additional fees, provided you notify us more than 7 days in advance of your scheduled visit. We will work with you to find a new date and time that fits within our planned service routes.
- **Rescheduling with Less Than 7 Days' Notice:** If you need to reschedule your appointment with less than 7 days' notice, we will do our best to accommodate your request. However, due to the difficulty of adjusting our geographically-based routes on short notice, we may not be able to find a time that aligns with our existing schedule.
- **Trip Fee for Last-Minute Rescheduling:** If a new appointment is required to be outside of our technician's planned service route for that day, a Trip Fee of \$100.00 may be charged to cover the additional travel time and costs. This fee will be communicated to you before the new appointment is confirmed.

3. No-Show Policy

Our technicians' time is scheduled to serve all of our clients efficiently. A no-show occurs when our technician arrives for a scheduled appointment but cannot access the property to perform the inspection.

- If a technician arrives for a scheduled visit and is unable to gain access to the property (e.g., no one is home, no key/access code is provided), this will be considered a no-show.
- In the event of a no-show, we will attempt to contact you immediately. If the issue is not resolved within 15 minutes of the technician's arrival, the appointment will be canceled and considered a no-show.
- No-Show Penalty: A no-show will result in a No-Show Fee of \$75.00 being charged to your account to cover the technician's time and lost travel. The missed service will then need to be rescheduled, and a new Trip Fee may apply as per the policy above.

4. Your Responsibilities

- You are responsible for ensuring that either you or an authorized representative (e.g., a tenant) is present at the property at the scheduled time to grant our technician access.
- If you are unable to be present, you must provide us with clear instructions and any necessary access codes or keys at least 24 hours in advance.

We appreciate your understanding and cooperation in helping us provide the best possible service for everyone. If you have any questions about these policies, please contact us directly.