KEPT COVENANT LEGACY SOLUTIONS LLC

KCLS CONCIERGE SERVICES

A Little Help. A Lot of Heart.

CLIENT WELCOME & BOOKING GUIDE

CLIENT DOCUMENT □ CONTROLLED COPY

Informational • no signature required.

Welcome to KCLS Concierge Services. Essential Concierge Visits: 4 reserved hours for $132. Enhanced Concierge Visits: 6 reserved hours for $198. Extended Concierge Visits: 8 reserved hours for $264. Eligible approved tasks may be combined flexibly within each reserved visit. The selected package reserves the full visit duration; no individual-service prices or short-visit service are offered.

Complete intake by email; attend phone and home consultations. Sign two matching paper sets; keep one. No signing app is required. KCLS schedules approved visits and sends a Square invoice by text or confirmed email.

One-time and weekly/monthly recurring arrangements are available. The agreed schedule continues until canceled, subject to availability, existing cancellation rules and prepayment. Confirm appointments within the 60-day horizon. Monthly payment is due five calendar days before the first appointment of the month; weekly payment is due 48 hours before the first appointment of the week.

Regular hours: Monday 8 a.m.-6 p.m.; Tuesday-Friday 8 a.m.-8 p.m. Saturdays are individually approved at regular package rates; Sundays closed. Approved visits outside that weekday's regular hours carry a $50 flat fee per visit, disclosed and prepaid. Approval is discretionary. One provider; no overlaps; at least a one-hour buffer plus needed travel.

Bookings need KCLS approval and required electronic prepayment. Known extra hours need at least 12 hours' notice; unforeseen overruns follow the separate extension procedure. Your signed Agreement controls. KCLS does not provide medical care, personal care, emergency response, childcare or protective supervision. For emergencies, call 911.