KEPT COVENANT | LEGACY SOLUTIONS

PROVIDER LATE ARRIVAL POLICY

Compassion • Purpose • Legacy

Policy status: Approved | Applies to: KCLS Concierge Services

1. Purpose

To establish consistent, fair procedures for provider arrival delays while preserving each client's prepaid service entitlement and maintaining clear communication and accurate records.

2. Provider Arrival Grace Period

KCLS Concierge Services maintains a 15-minute provider arrival grace period for reasonable delays, including traffic, travel between client appointments, weather, and unforeseen scheduling circumstances. KCLS will notify the client as soon as it reasonably anticipates arriving after the scheduled start time.

3. Full Prepaid Service Entitlement

The provider arrival grace period does not shorten the selected package duration. For an Essential Concierge Visit prepaid at $132, KCLS will make reasonable arrangements to deliver the full four hours (240 minutes). An adjusted end time needs client agreement and must preserve the next appointment and its one-hour buffer. Otherwise, apply the undelivered-time refund or mutually agreed remedy below.

4. When the Client Cannot Extend the Appointment

If a delayed start prevents the client from receiving the full prepaid duration within an agreed schedule, KCLS will refund the undelivered service minutes or offer another mutually agreed remedy, such as rescheduling the remaining service time. Any refund will be calculated using the applicable prepaid service rate and documented.

5. Delays Exceeding 15 Minutes

When KCLS anticipates or experiences a delay beyond the 15-minute grace period, KCLS will communicate promptly and discuss an adjusted appointment, rescheduling, or an appropriate refund. If the delay makes the appointment impractical, the client may choose a full refund or a mutually agreed rescheduled appointment.

6. Records and Payment Adjustments

KCLS will document scheduled and actual arrival times, service start and end times, client communications, agreed changes, and any refunds. Connecteam will be used for timekeeping and service records, while Square will be used for payment and refund records as appropriate. No additional service time may be charged without client authorization and payment consistent with KCLS's prepayment policy.

7. Related Policy

This provider arrival grace period is separate from KCLS's existing 20-minute client access/no-show grace period. That existing policy and all other previously approved booking, payment, and cancellation provisions remain unchanged.

Illustrative Example

A client prepays $132 for an Essential Concierge Visit scheduled from 1:00 p.m. to 5:00 p.m. If KCLS arrives at 1:10 p.m. and the client agrees to end at 5:10 p.m., without a conflict with another booking or its buffer, the client receives all 240 prepaid minutes and no refund is due. If the client must end at 5:00 p.m., the undelivered ten minutes equal a $5.50 refund at the package equivalent of $33/hour, absent another mutually agreed remedy.

Internal policy - Approved by KCLS owner - Subject to applicable law and final handbook/agreement review.