



THE VIRTUAL CONCIERGE,  
LLC

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## **Client Agreement Overview | The Virtual Concierge, LLC**

Thank you for choosing The Virtual Concierge. Below is a quick overview of our client agreement, designed to keep things simple, clear, and professional. For full details, refer to your signed service agreement and our Policy & Procedures document.

### **Service Term & Payment**

- All standard packages are offered as fixed-term engagements of 3, 6, or 12 months.
- Services begin once the signed agreement and first payment are received.
- Invoices are issued on the 25th of each month for the following month's support.
- Payment is due within 5 calendar days of the invoice date.
- A 5% late fee will apply to overdue payments beyond the 5-day window.
- Add-on and one-time services are billed separately at hourly or project rates as outlined in the proposal.
- Monthly payments are non-refundable and due in full regardless of usage.

### **Scope of Support**

Each package includes a specific number of monthly hours and defined service categories such as:

- Executive or administrative support
- Travel and event coordination
- Project tracking and task management

Scope and inclusions are detailed in your proposal and agreement. Requests beyond the defined scope may be quoted separately.

(206) 567-2242  
thevirtualconciergellc.com  
Seattle, WA



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### **Cancellations & Term Modifications**

- All fixed-term service agreements require completion of the full term (3, 6, or 12 months).
- If a client wishes to cancel before the term ends, written notice is required, and an early termination fee may apply as outlined in your agreement.
- Add-on services may be canceled with written notice but are not eligible for refunds once the project begins.

### **Client Responsibilities**

To ensure seamless support, we ask that clients:

- Respond to communication in a timely manner
- Provide access to calendars, systems, or tools as needed
- Share project goals, timelines, and priorities with clarity

### **Confidentiality & Professionalism**

Client privacy is paramount. All communication and documents are handled with the utmost professionalism and discretion using secure systems.

Please review this overview before onboarding begins. For full terms and details, refer to your signed Service Agreement and Client Policy & Procedures.

For questions about your agreement, services, or anything else, please reach out to:

[hello@thevirtualconciergellc.com](mailto:hello@thevirtualconciergellc.com)

We're honored to support your success!

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