# LAKE SIDE CARE & CONCIERGE

Property care • arrival & departure support • lake-life concierge services

## Client Service Agreement

**Client Name:** _____

**Lake Property Address:** _____

**Primary Phone:** _____

**Email:** _____

**Emergency Contact:** _____

**Emergency Contact Phone:** _____

### SERVICE AUTHORIZATION

I authorize Lake Side Care & Concierge and its authorized representatives to enter my property as reasonably necessary to perform services I request or purchase. Services are limited to the scope selected by the client and any separately approved additions.

### PROPERTY ACCESS

I authorize use of keys, lockboxes, gate credentials, garage codes, access codes, or other access methods I provide. I will promptly notify Lake Side Care & Concierge if access information changes.

### ROUTINE PROPERTY CHECKS

Routine Home & Property Checks and Storm/Weather Property Checks are concierge services. Checks may be performed by personnel with professional home-inspection training or certification, including a certified home inspector. Unless the client separately contracts for a formal home inspection, a routine property check is not represented as a complete professional home inspection. The visit is limited to the purchased checklist and areas reasonably visible and accessible at the time of service.

### DAMAGE, MAINTENANCE & EMERGENCIES

If an apparent problem is observed, reasonable efforts will be made to contact the client. Lake Side Care & Concierge does not have authority to approve substantial repairs or hire contractors unless the client has separately authorized that action. If an immediate condition appears likely to cause significant additional property damage and the client cannot be reached, the client may authorize reasonable temporary protective measures up to the amount selected below.

**Maximum emergency expenditure authorized without additional approval: $** _____

☐ No expenditures without my approval.

### THIRD-PARTY CONTRACTORS & VENDORS

When requested, Lake Side Care & Concierge may provide property access to a contractor, vendor, or delivery provider identified or authorized by the client. Lake Side Care & Concierge is not responsible for the workmanship, conduct, representations, or performance of independent third parties.

### PURCHASES & ERRANDS

The client agrees to reimburse authorized purchases in addition to the applicable service charge. Receipts or purchase documentation will be provided when reasonably available.

### WEATHER, ACCESS & SAFETY

Severe weather, unsafe road or property conditions, gate restrictions, outages, emergencies, or other circumstances outside the company's reasonable control may delay or prevent service. Safety takes priority over completion at a specific time.

### PETS & PROPERTY HAZARDS

The client agrees to disclose animals, known hazards, alarm conditions, restricted areas, and other information reasonably necessary for safe access.

**Pets/Animals:** _____

**Known Hazards / Special Instructions:** _____

### PHOTOS & SERVICE DOCUMENTATION

I authorize reasonable photographs or other documentation of property conditions, completed services, deliveries, damage, or third-party access for service records and client communication. Images will not be used for advertising without separate permission.

### CLIENT RESPONSIBILITIES & LIMITATIONS

The client will provide accurate instructions, lawful and reasonably safe access, and appropriate property insurance. Lake Side Care & Concierge will use reasonable care but does not guarantee prevention or detection of theft, vandalism, leaks, weather damage, mechanical failure, pests, mold, electrical or plumbing problems, structural conditions, or other issues that may arise between or during visits. Nothing in this agreement is intended to waive responsibility that cannot legally be waived.

### PAYMENT, CANCELLATION & FAILED ACCESS

The client agrees to pay the disclosed price for each service plus authorized purchases or additions. If a scheduled service cannot be completed because the client did not provide workable access or accurate instructions, the service may still be chargeable. Any cancellation or rescheduling terms disclosed at booking also apply.

### ACKNOWLEDGMENT

I have reviewed this agreement, understand the scope and limitations described above, and authorize Lake Side Care & Concierge to perform services I request under these terms.

**Client Signature** **Date**

_____ _____

**Printed Name**

_____

**Lake Side Care & Concierge Representative** **Date**

_____ _____

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## Property Access & Key/Code Authorization

**Client Name:** _____

**Property Address:** _____

**Primary Phone:** _____

### ACCESS AUTHORIZATION

I authorize Lake Side Care & Concierge to enter the property identified above for services I request. Access information will be used for service purposes and should be updated by me whenever it changes.

### AUTHORIZED ACCESS METHODS

- ☐ Physical key
- ☐ Lockbox
- ☐ Keypad / smart lock
- ☐ Garage access
- ☐ Gate credential / pass
- ☐ Other: _____

**Lockbox / Access Location:** _____

**Gate / Entry Instructions:** _____

**Alarm Instructions:** _____

**Areas NOT Authorized for Entry:** _____

### KEY / CODE HANDLING

- ☐ Lake Side Care & Concierge may retain the key/access information for recurring services.
- ☐ Return/remove access after this service or service period.
- ☐ Contact me before every entry.
- ☐ Entry is authorized without advance contact for scheduled services.

I understand that electronic systems, locks, gates, alarms, and third-party access systems may fail or become unavailable. I agree to notify Lake Side Care & Concierge of changes to access credentials.

### PETS / SAFETY INFORMATION

**Animals on Property:** _____

**Known Hazards / Special Entry Instructions:** _____

**Client Signature** **Date**

_____ _____

**Printed Name**

_____

**Lake Side Care & Concierge Representative** **Date**

_____ _____

# LAKE SIDE CARE & CONCIERGE

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## Home & Property Check Authorization

**Client Name:** _____

**Property Address:** _____

**Requested Service Date/Frequency:** _____

### SERVICE SELECTION

- ☐ Home & Property Check
- ☐ Storm / Weather Property Check
- ☐ Recurring property checks

### SCOPE

I authorize Lake Side Care & Concierge to perform the selected routine property-check service using the company's applicable checklist and to document visible conditions within the scope purchased.

These concierge checks may be performed by personnel with professional home-inspection training or certification. Unless I separately contract for a formal home inspection, I understand that this service is not a complete professional home inspection and does not include destructive testing, code compliance certification, engineering analysis, or a guarantee that all defects will be discovered.

### REPORTING & FOLLOW-UP

- ☐ Text me with routine findings.
- ☐ Call me for urgent concerns.
- ☐ Email/photos are acceptable.

**Preferred Contact Method:** _____

**Alternate Contact / Emergency Contact:** _____

### EMERGENCY RESPONSE PREFERENCE

- ☐ Contact me before any action beyond observation/documentation.
- ☐ If I cannot be reached and delay may reasonably worsen property damage, take temporary protective measures within the emergency authorization in my Client Service Agreement.

**Additional Property-Specific Instructions:** _____

**Client Signature** _____ **Date** _____

**Printed Name** _____

**Lake Side Care & Concierge Representative** _____ **Date** _____

# LAKE SIDE CARE & CONCIERGE

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## Arrival / Departure Authorization & Instructions

**Client Name:** _____

**Property Address:** _____

**Arrival Date/Time:** _____

**Departure Date/Time:** _____

### SERVICE REQUEST

- ☐ Arrival Preparation
- ☐ Walk-In Ready Arrival
- ☐ Departure Closing
- ☐ Seasonal / Winter Departure Closing
- ☐ Seasonal / Spring Opening

### ARRIVAL INSTRUCTIONS

**Thermostat / HVAC:** _____

**Water / Water Heater:** _____

**Lighting:** _____

**Refrigerator / Appliances:** _____

**Outdoor / Deck / Dock:** _____

**Other Arrival Requests:** _____

### DEPARTURE INSTRUCTIONS

**Thermostat / HVAC:** _____

**Water / Plumbing:** _____

**Appliances / Breakers:** _____

**Trash / Food:** _____

**Windows / Doors / Blinds:** _____

**Outdoor / Dock / Furniture:** _____

**Other Departure Requests:** _____

### AUTHORIZATION

I authorize Lake Side Care & Concierge to perform the selected tasks according to these instructions and the purchased service checklist. Tasks requiring a licensed trade, repair, or work outside the purchased service require separate authorization or an appropriate third party.

**Client Signature** _____ **Date** _____

**Printed Name** _____

**Lake Side Care & Concierge Representative** _____ **Date** _____

# LAKE SIDE CARE & CONCIERGE

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## Grocery & Errand Purchase Authorization

**Client Name:** _____

**Property Address:** _____

**Phone:** _____

**Requested Date/Time:** _____

### SERVICE REQUEST

- ☐ Grocery / Errand Service
- ☐ "Forgot Something?" Delivery
- ☐ Propane Tank Exchange
- ☐ Other concierge purchase: _____

### PURCHASE AUTHORIZATION

**Approved Store / Vendor (if any):** _____

**Maximum Purchase Amount: $** _____

**Requested Items / Brands / Sizes:** _____

**Substitution Instructions:** _____

- ☐ Reasonable substitutions are allowed.
- ☐ Contact me before substitutions.
- ☐ No substitutions.

### PAYMENT & RECEIPTS

I understand that the service fee is separate from the cost of goods. I authorize Lake Side Care & Concierge to purchase the items requested up to the maximum amount stated above and agree to reimburse authorized purchases. Receipts or purchase documentation will be provided when reasonably available.

### RESTRICTED / UNAVAILABLE ITEMS

Lake Side Care & Concierge may decline a requested purchase that is unlawful, age-restricted, unsafe to transport, unavailable, or outside the scope of the service.

**Delivery / Placement Instructions:** _____

**Client Signature** _____ **Date** _____

**Printed Name** _____

**Lake Side Care & Concierge Representative** _____ **Date** _____

# LAKE SIDE CARE & CONCIERGE

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## Lake-Day & Equipment Authorization

**Client Name:** _____

**Property Address:** _____

**Service Date:** _____

**Phone:** _____

### SERVICE REQUEST

- ☐ Lake Day Prep
- ☐ Lake Day Ready Package
- ☐ Party Set-Up
- ☐ Party Clean-Up

### SET-UP REQUESTS

**Items / Areas to Set Up:** _____

**Coolers / Ice / Supplies:** _____

**Dock / Outdoor Furniture Instructions:** _____

**Other Instructions:** _____

### CLIENT-OWNED EQUIPMENT

If I ask Lake Side Care & Concierge to move, stage, set out, or return client-owned recreational or outdoor equipment, I confirm that I am responsible for the condition, suitability, maintenance, and lawful use of that equipment. Lake Side Care & Concierge is not representing that client-owned equipment has been professionally inspected or certified for use.

☐ Do not handle the following equipment/items: _____

### USE & SUPERVISION

Lake Side Care & Concierge provides set-up and concierge assistance only unless another service is specifically contracted. The client remains responsible for supervising guests, children, pets, water activities, and use of recreational equipment.

### DAMAGE / CONDITIONS

I will disclose known damaged or unsafe equipment. Lake Side Care & Concierge may decline to handle an item or perform a task when conditions appear unsafe.

**Client Signature** _____ **Date** _____

**Printed Name** _____

**Lake Side Care & Concierge Representative** _____ **Date** _____

# LAKE SIDE CARE & CONCIERGE

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## Airbnb / VRBO Cleaning & Property Instructions

**Owner / Client Name:** _____

**Rental Property Address:** _____

**Phone:** _____

**Email:** _____

### SERVICE REQUEST

- ☐ Airbnb / VRBO Cleaning
- ☐ General Property / Outdoor Cleanup
- ☐ Turnover assistance
- ☐ Other: _____

### TURNOVER / CLEANING INSTRUCTIONS

**Standard Check-In Time:** _____

**Standard Check-Out Time:** _____

**Laundry / Linen:** _____

**Bed / Towel Setup:** _____

**Consumables to Restock:** _____

**Trash / Recycling:** _____

**Hot Tub / Grill / Outdoor Areas:** _____

**Owner Closet / Restricted Areas:** _____

### DAMAGE / MISSING ITEM REPORTING

- ☐ Photograph and report visible guest damage or unusual conditions.
- ☐ Contact me before purchasing replacement supplies.
- ☐ Restock routine approved supplies up to $_____ per turnover.

**Urgent Turnover Contact:** _____

### SCOPE & THIRD-PARTY PLATFORMS

Lake Side Care & Concierge performs the requested cleaning or turnover tasks but does not act as the rental platform, booking agent, or guarantor of guest conduct unless separately agreed in writing. The owner remains responsible for platform rules, guest communications, taxes, permits, and property-specific legal requirements.

### ACCESS

**Cleaner / Property Access:** _____

**Alarm / Lock Instructions:** _____

**Client Signature** **Date**

_____ _____

**Printed Name**

_____

**Lake Side Care & Concierge Representative** **Date**

_____ _____