

URBAN CONCIERGE

Terms of Service

1. Nature of Services

Urban Concierge provides organizational and operational support in managing day-to-day matters, handling requests, and coordinating tasks on behalf of the Client. Services are performed based on the information, authorizations, and instructions provided by the Client. Urban Concierge does not provide legal, financial, tax, or medical advice.

2. Scope of Services

Services may include, but are not limited to:

- communication with service providers and institutions on behalf of the Client
- booking appointments, reservations, and services
- research and comparison of available options
- organization and coordination of personal and professional matters
- handling city-based tasks and errands
- personal assistance and on-site support
- full coordination from start to completion

The exact scope of services is always agreed individually with the Client.

3. Service Models

Services are provided under the following models:

- monthly retainer
- single requests
- personal assistance

4. Concierge Signature Retainer

The retainer provides ongoing concierge support for the organization and coordination of the Client's matters, without the need to submit separate requests each time. It may include:

- scheduling appointments
- making reservations
- contacting service providers
- organizing services
- research and comparisons
- planning and coordination

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- reminders and follow-ups
- ongoing operational support

The retainer does not include:

- tasks requiring physical presence
- travel or on-site execution
- complex or time-intensive projects
- event planning
- services beyond standard concierge support

Such services may be provided separately and charged additionally.

Urban Concierge operates under a concierge model, meaning the scope of support is flexible and adjusted to the Client's current needs, within Urban Concierge's availability.

5. Execution of Services

All services are performed based on information provided by the Client. Urban Concierge exercises due care in the execution of all tasks. Urban Concierge is not responsible for the performance or non-performance of third-party providers, including but not limited to cancellations, delays, changes in availability, or any issues beyond its control. Urban Concierge acts as a coordinating and organizing party.

6. Timing

Execution time depends on the nature of the request and the availability of third-party providers. All services are handled as efficiently as possible. Urgent, evening, weekend, or priority requests may be subject to additional fees.

7. Payments— Abonament opłacany jest z góry za dany miesiąc

- The monthly retainer is payable in advance
- Single requests, personal assistance, and on-site services are payable in advance before execution
- Payment links are sent via email
- Services begin after payment is received or confirmed
- Lack of payment means no service execution or reservation
- External costs (tickets, bookings, purchases, administrative fees, third-party services) are covered by the Client in advance or reimbursed

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8. Cancellation & No Refund Policy

Urban Concierge provides organizational and operational services; therefore, fees for services already performed are non-refundable. If a service is cancelled during execution, payment for the completed portion remains due and non-refundable.

9. Confidentiality

All information provided by the Client is treated as strictly confidential. Urban Concierge undertakes to maintain full confidentiality regarding all information obtained during service execution.

10. Acceptable Requests

Urban Concierge only carries out requests that comply with applicable law and ethical standards. Requests outside of this scope will not be accepted.

11. Acceptance of Terms

By initiating cooperation, making a payment, or requesting a service, the Client agrees to these Terms of Service.

12. Service Provider

The service provider is Urban Concierge.

Contact: info@urbanconcierge.pl

Website: www.urbanconcierge.pl

English page: www.urbanconcierge.pl/expats-krakow/

13. Final Provisions

Urban Concierge reserves the right to update these Terms of Service at any time. The current version is always available on the Urban Concierge website.

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