

ALL ABOUT CARING FOR YOU

Payment, Reservation, Cancellation, Rescheduling & Refund Policy

Because when it comes to your care, your comfort, and your peace of mind, it's All About Caring for You.

Personalized Pricing

All About Caring for You provides personalized service rather than a one-size-fits-all pricing structure.

Pricing is tailored to the client's specific needs and may take into consideration location, travel distance, anticipated duration of service, level of assistance requested, scheduling requirements, personnel required, and other circumstances specific to the assignment.

The client will receive the applicable service rate or quote before the reservation is confirmed.

Reservation Payment

Certain services may require an advance reservation payment to secure the requested date, time, personnel, and other necessary arrangements.

Any required reservation payment will be disclosed before payment is collected and will be applied toward the agreed cost of service unless otherwise stated in the client's individual service agreement.

A reservation is considered confirmed after all required information, agreements, and applicable payments have been received.

Remaining Balance

Any remaining balance and its due date will be identified in the client's service confirmation or individual service agreement.

Certain services, including extended assignments, travel companion services, special arrangements, and services requiring advance expenses, may require full or partial payment before services begin.

Cancellations

We understand that plans change, particularly when medical procedures, illness, travel, and family circumstances are involved. Clients are encouraged to notify All About Caring for You as soon as possible when a cancellation becomes necessary.

Cancellation charges, if applicable, will be determined in accordance with the client's individual service agreement, the amount of advance notice provided, services or resources already committed, expenses already incurred, and applicable laws and regulations.

When cancellation occurs after personnel have begun traveling to the client's location, arrived for the scheduled assignment, or committed substantial time or resources that cannot reasonably be reassigned, applicable charges may be assessed as permitted by the client's agreement and applicable law.

Medical Procedure Cancellation or Rescheduling

All About Caring for You understands that physicians, surgical centers, hospitals, and other healthcare facilities may postpone, reschedule, or cancel a procedure for reasons outside the client's control.

Clients should contact us as soon as they become aware of such a change. Whenever reasonably possible, we will work with the client to transfer the reservation to the newly scheduled procedure date, subject to personnel and scheduling availability.

Extended Procedure & Waiting Time

Medical and surgical procedures do not always follow their anticipated schedules. Delays may occur during registration, preparation, the procedure itself, recovery, discharge, or for other reasons beyond the control of either the client or All About Caring for You.

Each client's service confirmation will identify the anticipated or included service period when applicable. When service extends beyond the agreed period, additional service charges may apply. The applicable extended-service rate will be disclosed in the client's individual quote, service confirmation, or agreement.

Refunds

Refund eligibility will depend upon the circumstances of the cancellation, services already provided, expenses already incurred, advance commitments made on the client's behalf, and applicable law.

When All About Caring for You is unable to provide a confirmed service and a suitable alternative arrangement cannot be made, amounts paid for services that will not be provided will be refunded as appropriate.

Refunds will generally be returned using the original method of payment whenever reasonably possible.

Travel Companion Services

Travel Companion Services are individually arranged and priced according to the client's itinerary, destination, duration of travel, level of assistance required, and other relevant circumstances.

The client may be responsible for agreed travel-related expenses for the assigned companion or professional. Third-party expenses are subject to the cancellation and refund policies of the applicable provider, and non-refundable third-party expenses generally cannot be refunded by All About Caring for You.

Additional Expenses

Depending upon the assignment, additional expenses may include parking, tolls, mileage outside the agreed service area, additional transportation, requested stops, lodging, travel expenses, or other client-authorized costs.

Applicable anticipated expenses will be communicated whenever reasonably possible before they are incurred.

Nursing and Healthcare Services

When nursing or other licensed healthcare services are specifically requested and agreed upon, those services will be provided by appropriately qualified personnel and within the applicable professional scope of practice.

The inclusion of transportation, companionship, escort, or personal assistance in an assignment does not automatically mean that nursing or other clinical healthcare services are included.

Our Commitment to You

We believe caring is more than simply providing a service. It means being dependable when someone is counting on us, treating every client with dignity and respect, protecting their privacy, listening to their individual needs, and providing the reassurance that they do not have to navigate an important moment alone.

Client Acknowledgment

By confirming a reservation and submitting any required payment, the client acknowledges receipt of the applicable service information, pricing, payment requirements, and cancellation terms provided for the requested service.

Individual service confirmations or agreements may contain additional terms specific to the client's assignment. All services remain subject to applicable federal, state, and local laws, professional licensing requirements, and regulatory requirements.