



# General Terms & Conditions

**Effective Date:** 7/01/25

**Business Name:** YOUGO Experience LLC

**Contact:** 216-200-7037 | support@yougoexperience.com

**Website:** www.yougoexperience.com

These General Terms and Conditions ("Terms") govern the use of services provided by YOUGO Experience LLC ("Company," "we," "us," or "our"). By engaging our services, you ("Client," "you," or "your") agree to be bound by these Terms.

## 1. Scope of Services

YOUGO Experience LLC provides personal and corporate services, including but not limited to:

- Concierge Services:
  - Grocery shopping & delivery
  - General Errand running
  - Personal assistance
  - Lifestyle management
  - Employee and Resident perk/benefit programs
  - Transportation coordination
  - Senior services
  - Home sitting and waiting
  - Vehicle management
  - Pet taxi and dog walking
  - Custom Concierge
  - Other personal assistance services as offered
- Event Services
  - Coordination, management, execution, day-of services for events such as farewell, going away, birthdays, bachelor/bachelorette, pet parties, anniversaries, reunions, book clubs, theme parties, holidays, showers, graduations, housewarmings, business events, game nights, retirement, any other event type
  - Other event services as offered
- Professional & Business Services
  - Social Media
  - Copy and Content
  - Blogs and writing
  - Project Management
  - Other professional services as offered

Specific terms may apply depending on the service type and will be outlined in the respective Service Agreement:

## A. Grocery Shopping Service Agreement

### Services Provided

Provider will shop for and deliver grocery items as requested by the Client. Services may include in-store shopping, substitutions (if approved either directly or indirectly), delivery, and (optional) unpacking.

### Service Area & Timing

Deliveries are made within Northeast OH during business hours. Delivery windows are agreed upon in advance.

### Fees

- Base Service Fee: flat fee per trip as agreed upon booking
- Delivery Fee: included in flat fee
- Unpacking: optional and included in flat fee

### Substitutions & Preferences

The Client has indicated whether substitutions are allowed. Provider will do their best to honor brand and dietary preferences but is not responsible for store availability.

### Payments

All fees must be paid in full upon completion or as invoiced. Late payments may incur a \$25 fee. The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

### Liability & Disclaimers

Client agrees to the below "Grocery Concierge Liability Disclaimer" and understands that Provider is not responsible for:

- Product quality or manufacturer defects
- Allergic or dietary reactions
- Spoiled goods due to late pickup/delivery

By using our service, you agree to the following:

- You understand that YOUGO Experience is not responsible for product quality, expired items, or allergic reactions related to purchased goods.
- Substitutions are made at our best judgment if permission has been granted, but satisfaction is not guaranteed.

- You release YOUGO Experience from liability related to theft, damage, or spoilage once items are delivered and confirmed as received.
- You agree to inspect groceries promptly and report any concerns within 4 hours of delivery.
- Perishable items are delivered with care, but YOUGO Experience cannot control external factors such as weather, store stock, or traffic delays.
- If you request unpacking or in-home delivery, you acknowledge this is at your own risk and waive any claims related to property damage or missing items.

## **B. House Sitting & Waiting Service Agreement**

### **Scope of Services**

YOUGO Experience LLC agrees to perform house sitting and/or waiting services including but not limited to:

- Daily or scheduled home check-ins
- Mail and package collection
- Indoor plant care and watering
- Trash and recycling management
- Light housekeeping and tidying
- Alternating lights and blinds to maintain a lived-in appearance
- Emergency response coordination for weather or maintenance issues
- Waiting at the property for service (i.e. cable company, internet provider, plumber, electrician, appliance repair technician, or any other professional service) and communicating on behalf of the client (if applicable)
- Relay pertinent updates to client

### **Client Responsibilities**

Client agrees to:

- Provide accurate instructions and access details
- Supply necessary items (trash bags, access, keys)
- Notify the Provider of any guests, contractors, or scheduled services
- Maintain homeowner's insurance throughout service duration

### **Payments**

All fees must be paid in full upon completion or as invoiced. Late payments may incur a \$25 fee. The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

### **Access & Security**

- Client will provide necessary access in order for the agreed upon service to be successfully executed

- Client agrees that Provider is not responsible for loss due to home system failures, theft, or unauthorized third-party access.

## Emergencies

In the event of a fire, flood, break-in, weather related event, or illness, the Provider is authorized to:

- Contact emergency services
- Contact Client or designated emergency contact
- Act in the best interest of the home in the absence of communication

## Liability Disclaimer

YOUGO Experience LLC is not liable for:

- Theft, damage, or property loss not caused by negligence
- Damage resulting from home system failures or natural disasters
- Any financial losses unless due to gross negligence

## Indemnification

Client agrees to indemnify and hold harmless YOUGO Experience LLC and its agents from any and all claims, damages, or liabilities arising from services rendered, except those resulting from proven gross negligence or willful misconduct.

## C. Package Handling Service Agreement

### Scope of Services

Standard Service Includes:

- Package receiving and signing on the Client's behalf
- Secure storage of packages for up to **2 nights**
- Scheduled delivery to Client's home, office, or preferred drop-off location
- Handling of returns and exchanges, in accordance with the store's policies

Premium Service Includes:

- All Standard Services
- Secure storage until pickup or scheduled delivery
- Boxing, wrapping, and preparing packages for shipment (labels, packaging, etc.)

### Client Responsibilities

Client agrees to:

- Provide accurate delivery instructions and authorization for YOUGO to accept packages

- Inform vendors of YOUNGO's receiving address (if applicable)
- Notify YOUNGO of expected high-value or time-sensitive items
- Pick up or schedule delivery within **2 business days** (Standard service only)

## Fees & Payment

The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

## Package Conditions & Limitations

YOUNGO Experience LLC:

- Will handle packages with reasonable care and store them in a secure area
- Will not open or inspect contents unless requested by Client
- Reserves the right to decline receipt of oversized, hazardous, or restricted goods
- Will coordinate returns using store instructions, labels, and packaging provided by Client (Premium may include packaging assistance)

## Liability & Disclaimers

Client agrees that YOUNGO Experience LLC is not liable for:

- Damage caused by the carrier or vendor prior to receipt
- Contents not disclosed by the Client (e.g., perishables, fragile items without special notice)
- Delays caused by carrier, vendor, or client unavailability
- Lost or stolen packages once successfully delivered to Client's address

In the event of a claim involving gross negligence or mishandling, YOUNGO's liability is limited to the cost of service, not the value of the package.

## Storage Terms (Standard Service)

- Packages will be stored free of charge for **up to 2 nights**
- After 2 nights, storage fees may apply at \$15/day or items may be returned to sender at the Client's expense and are due within 7 days of invoice.

## Emergencies & Exceptions

In the case of weather events, closures, or emergencies, YOUNGO will communicate changes to scheduled deliveries or pickups. Client agrees to reasonable flexibility.

## D. General Errands Service Agreement

### Scope of Services

YOUGO Experience LLC offers General Errands to assist busy individuals with managing essential day-to-day tasks.

### Services May Include:

- Pharmacy Pickup
- Gift Shopping & Wrapping
- Dry Cleaning Drop-Off & Pickup
- Retail Returns & Exchanges
- Meal & Takeout Delivery
- Post Office Runs
- Flower Delivery Coordination
- Document Drop-Off/Pickup
- In-Person Bill Payments
- Courier Services
- Banking Errands
- Printing, Copying & Scanning
- Appointment Scheduling/Cancellations
- Restocking Household Essentials
- Any custom errands agreed upon

### Fees & Payment

Materials, parking, tolls, purchases, and third-party fees are not included and will be invoiced separately or reimbursed directly. The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

### Client Responsibilities

Client agrees to:

- Provide clear, accurate instructions for each errand
- Be reachable during service for confirmations or substitutions
- Supply funds in advance for purchases or reimburse after within 7 days
- Disclose time-sensitive or confidential items in advance

### Limitation of Liability

YOUGO Experience LLC will perform services with reasonable care but **is not liable for:**

- Delays caused by third parties, traffic, closures, or weather
- Errors or damages related to vendor, store, or service provider performance
- Loss of or damage to items during third-party handling or shipping
- Missed deadlines due to client delays or changes not communicated in writing

### Personal Property & Third-Party Errands

Client assumes responsibility for:

- Providing correct items (e.g., receipts for returns)
- Ensuring third-party locations (banks, vendors) will honor tasks when performed by YOUNGO Experience LLC
- Any outcomes resulting from instructions given to third parties on the client's behalf

## Confidentiality

YOUNGO Experience LLC agrees to maintain confidentiality with all personal or sensitive information provided during the course of service and will not share, sell, or disclose this information to third parties.

## E. Vehicle Management Service Agreement

### Scope of Services

Standard Service Includes:

- Fuel fill-ups and fluid top-offs
- Car wash coordination (interior and/or exterior)
- Coordination and handling of oil changes, tire rotations, and standard inspections

Premium Service Includes:

- All Standard Services
- Scheduling and managing all maintenance and service appointments
- Vehicle drop-off and pick-up from dealership or mechanic
- Emissions and registration renewal assistance

If the client selects Premium Service, YOUNGO Experience LLC will act as an authorized liaison to coordinate vehicle needs on their behalf.

Service Provider agrees to:

- Handle all vehicle tasks with professionalism and care
- Maintain open communication about task status or delays
- Notify the client promptly if any issues arise during services

### Fees

Costs for fuel, car washes, maintenance, repairs, registration, or third-party services are invoiced separately or reimbursed directly. The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

### Client Responsibilities

Client agrees to:

- Provide keys, access, and accurate vehicle information
- Maintain valid registration and insurance
- Communicate upcoming deadlines (e.g., registration due dates) when applicable

## Liability Limitations

While YOUGO Experience LLC exercises utmost care, the following applies:

Not Liable For:

- Mechanical issues or damage caused by the vehicle itself or service vendors
- Delays or damages caused by third-party mechanics, dealers, or car wash companies
- Loss or theft during storage at third-party locations
- Tickets, tows, or violations resulting from expired documents if not disclosed in advance

YOUGO Experience LLC is not a licensed mechanic and does not perform vehicle repairs.

## Insurance

Client affirms their vehicle is:

- Registered and insured under state law
- Covered by comprehensive or liability insurance while driven or moved by YOUGO Experience LLC

## Key Handling & Access

Client agrees to:

- Provide keys, fobs, or codes prior to service
- Indicate preferred return method (e.g., handoff, drop-off, lockbox)

YOUGO Experience LLC will never share, duplicate, or misuse access credentials.

## F. Pet Care Service Agreement

### Scope of Services

- Dog Walking Services.
  - All Walks Include:
    - Fresh water refill
    - Light clean-up of pet waste
    - One-on-one attention (no group walks unless requested)
    - Real-time updates/check-ins (text, photo, or app-based)
- Pet Taxi Services
  - Standard Pet Taxi Includes:
    - One-way or round-trip service (up to 30 miles each way)
    - Pick-up/drop-off from home, office, or other locations

- Clean, secure, pet-friendly transport
- Real-time text updates
- Premium Pet Taxi Includes:
  - All Standard services
  - Transportation up to 60 miles each way
  - Escort and accompaniment during vet/groomer appointments
  - Optional stop at dog park or supervised playtime

## Fees & Payment

Pet related costs should be handled separately by Client or will be invoiced separately. The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

## Client Responsibilities

Client agrees to:

- Provide accurate pet care instructions, leash/harness, and any necessary documentation
- Maintain up-to-date vaccinations and flea/tick/heartworm prevention
- Disclose any behavioral concerns, allergies, or medical conditions
- Provide entry access (keys, codes, or meet-ups)
- Ensure pet is ready for scheduled walks or transport at the agreed time
- Provide veterinary and emergency contact information in case of emergency

## Liability Waiver

YOUGO Experience LLC is not liable for:

- Illness, injury, or death due to undisclosed health issues, behavior, or environmental risks
- Damage caused by pets to property, vehicles, or other animals during service
- Injuries sustained by pets from third-party services (vets, groomers, dog parks, etc.)
- Delays or disruptions due to weather, traffic, or force majeure events

## Pet Health & Behavior

Client affirms that:

- Pet(s) are healthy and not contagious to humans or other animals
- All behavioral risks (aggression, escape attempts, anxiety) have been disclosed
- Pet(s) are safe to transport and walk in public settings with reasonable care

YOUGO reserves the right to decline or stop services at any time if a pet poses a safety risk.

## Emergencies

In the event of injury, illness, or emergency during service, YOUGO Experience LLC will:

- Attempt to reach the client immediately

- Take reasonable actions (including seeking emergency vet care) if the client is unreachable
- All veterinary or related expenses are the sole responsibility of the client

## Confidentiality

All client and pet information is kept strictly confidential. Keys and access information will never be shared or duplicated without consent and will be returned promptly upon service termination.

## G. Non-Medical Senior Services Service Agreement

### Scope of Services

YOUGO Experience LLC provides **non-medical senior support services** designed to promote independence, dignity, and connection. We offer compassionate assistance tailored to each client's lifestyle, preferences, and needs.

- Running errands (grocery, pharmacy, post office, etc.)
- Transportation to/from medical and personal appointments
- Coordination of in-home maintenance or cleaning services
- Appointment scheduling and reminders
- Light home organizing, decluttering, or paperwork sorting
- Technology support (phones, tablets, email, Zoom, apps)
- Friendly companionship (walks, conversations, games, outings)
- Communication with authorized family contacts as needed

These services are non-medical in nature and do not include physical assistance, medication administration, or personal hygiene care.

### Fees & Payments

The fee of the service is due upon booking and the cost of any goods/supplies (if applicable) accrued during service will be invoiced separately upon completion and payment is due with 7 days.

### Client and/or Family Responsibilities

Client (or their representative) agrees to:

- Provide accurate and up-to-date health, mobility, and contact info
- Share preferences, instructions, or access information as needed
- Notify YOUGO Experience LLC of any changes in condition, behavior, or home environment that may affect service delivery
- Provide required supplies or access for scheduled services (e.g., payment for errands or agree to be invoiced separately, paperwork, Wi-Fi for tech support)
- Provide emergency contact information

If a family contact is involved, they must have proper legal authority to authorize services and receive updates.

## Limitations & Boundaries

YOUGO Experience LLC provides non-medical support only. Our team does not:

- Provide personal or medical care (bathing, feeding, toileting, medication administration)
- Lift or physically transfer clients
- Provide legal or financial advice
- Supervise clients with significant memory loss, dementia, or risk of wandering, unless a caregiver is present

## Emergencies & Safety

In case of a medical emergency:

- YOUGO Experience LLC will call 911 immediately
- Client's family or emergency contact will be notified
- Service Providers are not trained to provide medical care but will remain with the client until emergency responders arrive (if present during incident)

## Privacy & Confidentiality

All client and family information is treated as strictly confidential. No data, contact information, or service details will be shared outside of authorized parties unless required by law or in the case of an emergency.

## Limitation of Liability

YOUGO Experience LLC is not responsible for:

- Client injuries or medical issues that occur outside the scope of our service
- Loss or damage due to inaccurate instructions, miscommunication, or pre-existing home hazards
- Delays caused by traffic, weather, or uncontrollable events

## 2. Client Responsibilities

Clients agree to:

- Provide accurate and complete information for service fulfillment
- Be reachable during service hours for updates, approvals, substitutions, and emergencies
- Submit timely payment as outlined in the invoice or service agreement
- Maintain respectful and safe interactions with all YOUGO Experience representatives

## 3. Scheduling & Cancellations

- All appointments must be scheduled in advance.
- Cancellations must be made at least **24 hours in advance** to avoid a cancellation fee.
- Same-day cancellations or no-shows may be charged up to **25% of the service fee**.

## 4. Fees & Payment Terms

- All fees will be disclosed in advance and/or outlined in your invoice or service agreement.
- Payment is due upon completion of services or as otherwise agreed.
- We accept all major credit/debit cards, apple pay, google pay, & PayPal.
- Late payments may incur a **\$25 late fee** after 7 days past due.
- The fee of the service is due upon booking and the cost of goods/supplies (if applicable) will be invoiced separately upon completion and payment is due with 7 days.

## 5. Liability Disclaimer

YOUGO Experience LLC is not liable for:

- Product quality, manufacturer defects, or allergic/dietary reactions
- Loss or damage due to natural delays (e.g., traffic, weather, store closures)
- Theft, spoilage, or damage once items are delivered or left at your location
- Any in-home/vehicle or personal/pet incidents unless due to gross negligence

## 6. Insurance & Damages

We carry general liability insurance. However, we are not responsible for:

- Personal property damage unless directly caused by our proven negligence
- Vehicle-related damage if transporting items in the client's vehicle unless separately agreed in writing

## 7. Privacy Policy

We value your privacy and will never sell or share your personal information. All client data, delivery addresses, and preferences are kept confidential and used solely for service fulfillment.

## 8. Termination of Service

Either party may terminate services with **48 hours' written notice**.

All outstanding fees are due upon termination.

## 9. Force Majeure

YOUGO Experience LLC shall not be held liable for delays or non-performance resulting from events beyond our reasonable control, including but not limited to: weather events, accidents, labor strikes, government restrictions, or pandemics.

## 10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Ohio, without regard to its conflict of law provisions.

## 11. Changes to Terms

We reserve the right to modify these Terms at any time. Updated terms will be posted on our website or delivered via email. Continued use of our services after any changes constitutes your acceptance of the updated Terms.

## 12. Acceptance of Terms

By engaging with YOUGO Experience LLC in any capacity, including submitting a service request or checking the agreement box online, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

*Last Updated 6/30/25*