



Service Agreement State of Washington

This Service Agreement, hereinafter referred to as "Agreement," is entered into and made effective as of the date of booking confirmation between the following parties:

Allié Emotional Support Services Agency LLC, aka AESSA is an emotional support service organization and does not claim to be a clinical therapy service and is not to be used of in lieu of clinical therapy.

1. SERVICES

This procedure is not limited to the following and is given as a general idea of a typical assignment.

Assignments can vary depending on client's needs. All assignments will be carried out in public or a place of business/services, without exceptions.

- a) The AESSA representant will be referred as "Ally". The AESSA Ally will be carrying an AESSA nametag with a picture. The Ally will introduce her/himself and greet you, the client, in pre-approved designated area. Ally is there to listen, to help you with mobility (if needed), and to help you keep on track by confirming the day's appointment. Ally has been asked to keep sensitive topics of conversations very short. If Ally accompanies you during a medical or other service provider's visit, part of their duty is to fill out a sheet with all of your important instructions given to you by the provider. The sheet is yours to keep along with the document pouch and a pen+stylus, at the end of the assignment.
- b) ***DURING THE SERVICE Provider's VISIT:** If you, the client wishes, your Ally can come along for the spoken part of the consultation (or appointment) and be there for emotional support only). They may not interject, ask questions, and/or push their personal beliefs on your decision making. The Ally may simply suggest that if you are not sure, to maybe seek a second opinion, or a support group (i.e.: people who have lived through similar situations). Ally is there, to listen to the instructions, repeat the questions to you if needed, to take notes for the AESSA form (located in the pouch). *****ALLY IS TO ALWAYS LEAVE THE ROOM IMMEDIATELY WHILE YOU, THE CLIENT IS CHANGING. IF YOU NEED ASSISTANCE, ALLY MAY GO ASK MEDICAL STAFF FOR ADDITIONAL HELP. *****
- c) When the appointment is ending, Ally will accompany you to your ride, or location previously agreed on by both AESSA and you, at time of confirmation.
- d) Last process is to fill out the bottom portion of the sheet, Ally will need your signature, confirming the service and time rendered. The Ally is to keep ONLY the bottom portion of the form, which will be sent to AESSA. The bottom portion has been verified by Compliancy Group and is HIPAA Compliant.

2. TERMS OF SERVICES

- a) **"Reservation Date & Time"** Will be determined and agreed upon by client and confirmed by AESSA at time of booking.
- b) **"Cancellation"** There is a 24-hours non-refundable policy. Client will need to cancel or change a reserved service at least 24 hours ahead of confirmed reservation, to not be charged the full \$30 fee.
- c) **"Extension of Time"** If you, the client, need to extend the time of the service, and if Ally is available, write the correct end time of the assignment on the bottom portion by your signature; your signature will allow us to charge you for the extra time serviced.
- d) **"Breach of Contract"** There will be breach of contract from AESSA if:

- . **Tardiness:** If Ally arrives more than 15 minutes late. The client may choose to cancel, and a full refund will be reimbursed. If client chooses to proceed with the Ally, client will receive a \$10 refund. The remainder of the assignment will continue as normal.
 - . **No-Show:** If Ally by a misfortune, does not show up to the appointment, AESSA will reasonably try to find a replacement to be at location within 30mins. As a token of good faith, the client will receive a \$15 rebate immediately, and continue on with service. If no replacement is found within the 30 mins window, client will be fully reimbursed and get a 50% rebate for a future appointment.
 - . **Unruly behavior:** If unfortunately, Ally is showing clear unruly or unlawful behavior (this does not include outgoing personalities), client is to ask Ally to call AESSA immediately and client is to contact **AESSA at (425)395-4681** as soon as possible. Client may be reimbursed partially or fully, depending on the outcome of AESSA's full investigation.
- e) **"Breach of Contract"** There will be breach of contract from Client if;
- . **No-shows:** No-shows, will be considered as last-minute cancellations and there will be no refunds.
 - . **Service Change:** If client decides to change the nature of the service to other services and demands in the crude or sexual nature, Ally will leave immediately leave the location, client will be charged for the full appointment, Ally will contact police and press charges and AESSA will refuse future assignments for clients. Ally is there for emotional purpose only, which means it is of empathetic and listening nature. If you, the client is uncertain of a request, please contact AESSA before the appointment at: (425) 395-4681 so that we may discuss it, with you for clarification. We are here to help.
 - . **Unruly behavior:** If client is showing clear unruly or unlawful behavior (this does not include quirky personalities), making the Ally uneasy and scared for their personal safety; Ally will contact AESSA as soon as possible. Ally will cease service. Client may be reimbursed depending of AESSA's full investigation.

Subject to the terms and conditions, Service Provider hereby agrees to render the Services to Client, beginning on the time and place agreed by both parties at time of booking and confirmation by AESSA.

2 - LOCATION:

Service Provider will render the Services at the location agreed by both parties; Client and AESSA. Location needs to be at a place of service or a public locale.

3 – SUBCONTRACTORS:

The Service Provider shall be permitted to use subcontractors in the provision of Services to the Client. The Service Provider shall be responsible for the work of a subcontractor whose work shall be undertaken to the same standard as required by this Agreement

5 - FEES:

The Client agrees to pay the Service Provider the required Fees, which is \$33 per hour.

- a) **Payment:** Payment will be due at time of confirmation, through PayPal. Please allow 5 full days before reservation to allow AESSA to find the best Ally for your needs.

Article 7 - CONFIDENTIALITY:

AESSA and AESSA Subcontractors (Ally) agree to abide by HIPAA Laws & Regulations and keep the utmost confidentiality towards Client's information. This means, no names, contact information, medical or emotional status is shared outside of AESSA, to the exception of;

- . If Ally or AESSA staff feels the Client is in, or, is a danger to him/herself. Then, the Ally has a duty to reach out to First Responders.
- . If First Responders, medical staff or Law Enforcement is requesting such information.
- . If AESSA staff or Ally has to testify in a court of law.

