



Ease Your Day
Your Personal Concierge

GENERAL CONDITIONS

EASE YOUR DAY proposes to its clients, different services, events, advices, and various other Organizations available for companies and individuals.

The subscription allows for all employees participating in this program to have access to all services proposed by EASE YOUR DAY according to the EASE YOUR DAY's general conditions outlined below.

GENERAL CONDITIONS

In order to benefit of all the services proposed by EASE YOUR DAY the employee should first fill in the application/ registration form posted on EASE YOUR DAY website and approve EASE YOUR DAY general and specific conditions.

The employees will be able to benefit of all services offered by EASE YOUR DAY as described here below.

Any special requests not included in the list of benefits will be considered and may be subject to a study by EASE YOUR DAY, which reserves the right not to respond in case of impossibility.

EASE YOUR DAY offers its services in the Canton of Geneva, the canton of Vaud to NYON, and France borders in a radius of 15 km.

Once the employee has subscribed to EASE YOUR DAY services, the employee will receive automatically an access password which enables to pass orders through EASE YOUR DAY Website or by phone or in contact with the concierge.

The employee can only benefit of EASE YOUR DAY services as long as he/she retains his/her employment status.

Services of EASE YOUR DAY will be discontinued immediately upon his/her leaving the company or upon the company terminates its contract with EASE YOUR DAY.

The employee can order products or services, request quotes or receive information through the following means: telephone, email or accessing the EASE YOUR DAY website by using their private password.

If certain services require extended research, and more time, EASE YOUR DAY expects to be able to promote a response within 48 hours.

When EASE YOUR DAY will appeal to providers, any delay in delivery or lack of quality in the service or product, EASE YOUR DAY can't be held responsible, the claim or complain have to send to the provider.

EASE YOUR DAY however will assist the employee if a problem occurs; provided that he has informed immediately EASE YOUR DAY.

Swiss law applies to all disputes which could arise out of the products / services provided and the parties agree to submit any disputes to the Court of the Canton of Geneva, Switzerland.



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SPECIFIC CONDITIONS

Products and services offered:

- Dry cleaning or pressing
- Shoe repair
- Shopping
- House sitting services (including administrative support during long absence)
- Hairdresser, beauty or esthetician services
- Sewing and mending
- Flowers or presents
- Administrative assistance
- IT home assistance
- Event Management (including photographs, music entertainment etc.)
- Travel and Vacation assistance
- Interior decorating
- Babysitting
- School support (assistant teachers)
- Search for maid service
- Driver services
- Car wash
- Personal fitness trainer

This list of services offered is not exhaustive and any requests for any other services will be considered.

1. Prices

Products or services mentioned above will be billed by either EASE YOUR DAY or the respective service provider.

The products or services billed to the employee will:

- Represent the best price obtained from the external provider.
- Quotation will be provided for any special service requested and services will only be rendered once approved by the employee and payment received
- If in the event the employee does not pay the order within five days EASE YOUR DAY will proceed to the cancellation of the order.
- Each order will be confirmed to the employee by EASE YOUR DAY with the price indication.
- Any change or cancellation of an order by the employee should take place within a maximum period of three open days for it to be considered by EASE YOUR DAY which will decide depending on the nature of the products or services the possibility to change or cancel. In the event EASE YOUR DAY will not be in the capacity to change or cancel the order, fees paid by the employee (or deposit) will not be reimbursed.

Services that are not covered by a fixed price will include a surcharge or eventual a courier fee according to the contract signed with the company

Concierge service: CHF 60.— per hour.

The employee will be automatically informed of the applicable fee upon order placed.



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The services requiring the intervention of an external provider or (baby sitter, housekeeper, child care, etc.) will be billed at the rate proposed and accepted by the employee at its order.

The customer / collaborator refrain, without prior authorization of EASE YOUR DAY to use either directly or indirectly, any employee who would have been proposed by EASE YOUR DAY.

All services or products ordered by the employee will be performed by EASE YOUR DAY once the payment has been received.

2. Payment methods

Payment of EASE YOUR DAY products or services can be done in the following ways:

- Payment cash or credit card to the Concierge depending on the amount (invoice)
- Bank Transfer on our account (invoice)

Payment / (Billing) to Third Parties:

The external products or service providers have to be paid directly by the employee on the basis of the agreed price.

In case of non-payment by the employee the services due in the deadline agreed, EASE YOUR DAY will proceed to the termination of their registration or subscription without any compensation whatsoever.

Payment of Special Products or Services:

All special products or services for which an estimate was obtained and which include an EASE YOUR DAY surcharge shall be paid directly to the CCP account of EASE YOUR DAY or through Pay Pal if the amount exceeds CHF 200.—.

3. Personal data

The personal data registered by the customer or employee on EASE YOUR DAY website are essential to have their orders performed. The information provided will remain confidential and will not be used for promotional or advertising.

The customer has a right to access and if necessary, modify, alter or delete the personal data.

These conditions are not final and may be modified at any time.

Geneva, June 13, 2016