



Homecierge Sp. z o.o., ul. Sarmacka 9/26, 02-972 Warszawa,
KRS: 0000515271 NIP: 951-238-09-44 REGON: 147306239
www.homecierge.pl

HOMECIERGE LTD

GENERAL TERMS AND CONDITIONS



Homecierge Sp. z o.o., ul. Sarmacka 9/26, 02-972 Warszawa,
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§ 1 General Terms

1. The Company - Homecierge Ltd is company located on Sarmacka 9/26 street in Warsaw. KRS number: 0000515271, NIP number: 951 238 09 44. The Company provides concierge services which contain implementation of tasks on behalf of Customer. The company realize only lawful and consistent with the principles of morality tasks. Services are provided by Homecierge employees or its subcontractors.
2. Signing of the agreement constitutes acceptance of the general terms and conditions. This document specifies terms and conditions of use Homecierge services.
3. Customer – person or a company who signed an agreement with Homecierge ltd.
4. Subcontractor – company which provides services to Customer through Homecierge ltd.

§ 2 General Conditions

1. Homecierge Ltd provides services which contains casual and extraordinary tasks according to chosen set of services.
2. Contract is signing for specified or unspecified period.
3. Contract is automatically renewed on the same conditions after specified period and turns into contract for unspecified period.
4. In case of termination of contract for specified period, Customer is obligated to pay penalty which is sum of monthly fees due to the end of contract period.
5. Contract for unspecified period Customer can terminate in any moment with one month's notice without penalties.
6. The Company doesn't limit number of tasks.
7. The Company can refuse realizing task if it breaks law or the principles of morality or when realizing the task is impossible due to reasons beyond.
8. The Company can terminate the contract with one month's notice without giving a reason.
9. The Company provides its services in „Miasteczko Wilanow” and its close neighbourhood. The Company realizes tasks in the area of 10 km form the central point of „Miasteczko Wilanow” (crossroads of Klimczaka st. and Al. Rzeczpospolitej st.
10. Task which demands to cross the working area are additionally paid for each kilometer outside the area in amount according to contract.
11. List of example tasks is in Annex.

§ 3 People authorized to use services

1. Customer and adult people indicated by Customer are authorized to use services in condition that they live in the same place.
2. Customer and users receive customer card which identify them.
3. Authorization to use service expires in the moment of termination the contract.

§ 4 Homecierge employees

1. Homecierge employees are well prepared by the company to provide services and relize task in accordance to rules adopted by the company.
2. An employee can only be a person with good manners and knows English at least on B1 level. Employee can not be a person who was convicted in a final judgement.
3. Services are providing by employees Monday to Saturday from 8 am to 9 pm.



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4. Each Customer has equal access to services.
5. If realizing task demands from employee to leave Homecierge office, he is required to stay in touch with Customer by mobile phone.
6. The Company doesn't guarantee that Customer will always contact with the same employee.

§ 5 Subcontractors

1. For tasks which can not be realized by employees, the Company offers services of subcontractors. Subcontractors are chosen for high quality.
2. Employee always checks if it is possible to realize task by himself.
3. On the basis of the information provided by Customer through the Company, subcontractor estimates a price and dates when it is possible to realize task.
4. In case of lack constant subcontractors who are able to realize task, the Company presents list of potential subcontractors who are able to realize the task.
5. Level of quality service providing by subcontractors is continuously checked to provide the highest quality level for reasonable price.
6. The Company is not responsible for failure or improper realization of task by subcontractors.
7. The Company is not responsible for damages caused by subcontractors.

§6 Partners

1. List of partners is available on Company website – homecierge.pl
2. Customers are authorized to use services of Company partners with discounts, according to information on the Company website.

§7 Rise to liability

1. Rise to a liability occurs at the time of signing the contract.
2. Remuneration for the sale of goods or services is payable from the date of delivery of goods or completion of services.

§8 Payment for services and goods acquired by Homecierge Ltd.

1. Monthly fee is payable in advance by the 5th of each month through money transfer or by cash.
2. Pricelist of services is available on the website <http://homecierge.pl/>
3. The value of goods purchased by the Company to the Customer shall be completely repaid on the basis of invoices submitted or fiscal receipts.
4. Salary to the subcontractor customer pays separately. Customer shall bear all costs associated with the implementation of the tasks commissioned by the subcontractor. The total estimated cost of services the customer will be informed prior to its implementation.



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§ 9 Methods of payment

1. Money transfer is essential method of payment for monthly fee and standing orders agreed with the Customer.
2. The settlement of one-off costs like reimbursement for the purchases of goods or services to the Customer takes place by credit card or cash.
3. In the case of payment by bank transfer duty should be sent to the following bank account: Homecierge Sp. z o.o.
ul. Sarmacka 9/26
02-972 Warszawa
78 1050 1025 1000 0090 3039 6239
ING Bank Śląski S.A.

§ 10 Detailed terms and conditions of using specified services

(grocery shopping, pharmacy shopping, other types of shopping)

1. Shopping errands are realizing in each trade point which is up to 10 km from the center of Miasteczko Wilanów area.
2. Customers provide shopping list via e-mail, SMS or phone call.
3. Shopping list of products which need to be delivered before 10.00 am (grocery shopping), has to be provided by customer up to 6.00 am.
4. Shopping list of products which need to be delivered in the afternoon (after 4.00 pm), has to be provided by customer up to 11.00 am.
5. Shopping list should contain specified products which should be bought.
6. Customer should inform Company about convenient time (with 15 minutes range) to deliver products.
7. If customer doesn't specify store where Company should do shopping, employee will choose the best (in his opinion) store according to quality and price.
8. Customers pay for shopping according to receipt.

(Walking dogs)

1. Customer should provide leash and dog-collar for walking dog.
2. Employees walk a dog during Company opening hours at the time specified by customer (with at least one hour range. Employees walk a dog in the neighborhood of Customer's place.
3. If employee walks a dog during the Customer absence, the Company needs to receive a key to apartment. The key is keeping in a safe.
4. Employees try to avoid contact dog with other animals.
5. Walk takes at least 10 minutes.
6. If it rains, Customer should provide a towel or something to dry a dog after walk.
7. Maximum time of walking a dog is 30 minutes a day (refers to contract sets). If longer walks are required, terms and conditions will be set up individually.

(Taking care of house and pets during Customer absence)

1. Employees take care of house and pets according to instruction provided by Customer.
2. Instruction should specify demands about taking care of house and pets (for example how often to feed a pet, how often water plants etc.)
3. Customer should specify when pets should be fed and should provide food and other necessary requisites for pets.

(Sending and picking up post/courier packs)



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1. One of Company service is sending and picking up post/courier packs for Customers.
2. Customer orders a sending or picking up service via email, phone or personally.
3. Employees send packs according to instruction provided by Customer
4. Employee has to show shipping confirmation to receive reimbursement for shipping.
5. Customers pay the price of shipping according to price list of "Poczta Polska" or courier.
6. To pick up packs by Company from post office it's necessary to give the Company an authorization. For this Customer has to give the authorization (paper form) personally to the post office. On the post office Customer receive authorization number which should be forwarded to the Company. With this number Company is allowed to picking up packs and letters from post office for Customer.
7. Employee is able to picking up courier pack for Customers. The easiest way is to address packs directly to Homecierge office ie. ul. Sarmacka 9/26, 02-972 Warszawa with contact number 570 504 505
8. Each pack which is picking up by the company is carefully checked if it doesn't have any damages.
9. When the Company pick up/receive a pack, employee inform Customer about this fact and asks for specifying a term. At established term, employee deliver pack to Customer apartment.

(House cleaning)

1. The Company has its own cleaning service.
2. Cleaning is realizing by company employees.
3. Customers can order periodic or one-time cleaning
4. Cleaning service has the same opening hours as the Company office (7.00 am. – 9.00 pm.)
5. Company can clean house during Customer's absence. In this case Customer should provide a key. After cleaning service work, employee checks quality of cleaning and locks the door.
6. After cleaning (in case of Customer absence) employee leaves cleaning confirmation which contains number of cleaning hours and cost of service.
7. Customer pays for an hour of work specified amount. Before cleaning Company estimates cost of service and informs Customer.

(Allegro, Gumtree, OLX)

1. One of Company services is setting up Allegro ads.
2. The service contains:
 - a. Taking pictures of items
 - b. Valuation (If expert knowledge is not necessary – according to average prices similar items or according to customer wish)
 - c. Preparing descriptions
 - d. Creating an ad
 - e. Conducting sale process (handling potential buyers, shipping, accounting add with Allegro for Customer)
3. Items should be prepared for sale by Customer (clean and pieced together)
4. Preparing for sale service is additionally paid. Price is establishing individually.
5. Company prepares up to 5 ads per month (included in monthly fee)
6. The Company charges a fee which is 10% of selling price (in case of selling failure the fee is not charged).
7. In case of setting up more than 5 Allegro ads a month, terms and height of additional cost will be set up individually with Customer.
8. All costs of setting up the ad are borne by the Customer.

§ 11 Final Provisions

1. Terms and Condi is valid since the day of publication on homecierge.pl
2. Homecierge Ltd is allowed to make changes in Terms and Conditions. Changes are valid since the day of publication on homecierge.pl
3. The Company inform Customers about changes via e-mail. In the e-mail is attached a file with changed Terms and Conditions.



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4. Using Company services after change means acceptance of new Terms and Conditions.

Annex 1

Service Sets

service	Shopping set	Secretary set	House assistant set	Concierge set
Groceries delivery				Yes
Breakfast delivery form Deli Paris				Yes
Pharmacy shopping	Yes			Yes
Online shopping	Yes			Yes
Walking the dog			Yes	Yes
Organizing of cleaning apartments and houses			Yes	Yes
Taking care of pets during your absence			Yes	Yes
Taking care of house during your absence			Yes	Yes
Organizing and coordination of an electrician, plumber, handyman services			Yes	Yes
Organizing and coordination of laundry, tailor, shoemaker services			Yes	Yes
Organizing of babysitter services			Yes	Yes
Organizing of transport services			Yes	Yes
Organizing and coordination of appliances and electronics servicing			Yes	Yes
Organizing and coordination of bicycle service			Yes	Yes
Organizing of car washing			Yes	Yes
Reminding and organizing of car inspections			Yes	Yes
Reminding and organizing of tire changes			Yes	Yes
Help with events organization			Yes	Yes
Help and coordination of car selling			Yes	Yes
Help with official matters			Yes	Yes
Setting up allegro auctions	Yes			Yes
Checking and sending mails		Yes	Yes	Yes
Organizing of roadside assistance service		Yes	Yes	Yes
Organizing of travels		Yes	Yes	Yes
Organizing of translation service		Yes	Yes	Yes
Organizing of tax, accounting, legal and notarial service		Yes	Yes	Yes
Booking tickets		Yes	Yes	Yes
Restaurant reservation		Yes	Yes	Yes
Arranging of medical visits		Yes	Yes	Yes
Arranging of beauty visits		Yes	Yes	Yes
Hotel reservations		Yes	Yes	Yes
Reminding about important dates (anniversaries, birthdays, car inspections etc.)		Yes	Yes	Yes
Cultural informations		Yes	Yes	Yes
Searching informations		Yes	Yes	Yes