



Client Agreement

Total Success Event Services
PO Box 851, Hermosa Beach, CA 90254

accounting@totalsuccessstaff.com

Finders Fees

Staff Related: Total Success Event Services spends a considerable amount of time and money finding, hiring, training, and maintaining each of our staff members. Upon hiring, each staff member agrees and understands that Total Success is not an employment referral service. To be eligible for direct employment with our clients, we ask that the staff member resigns in writing and a waiting period of 12 months must first pass.

Client Related: Total Success Event Services asks that no client approaches any Total Success staff member for direct employment. Should you wish to pursue one of our staff members for employment, please contact our office to discuss our finders fees, which range from \$1,500 to \$3,000+. All finders fees are based on the length of work, average hours worked, and the staff member's current standing with our company.

Order Cancellation Policy

1. All clients will be subject to a 50% cancellation fee based on our 5 hour minimum (2½ hours) for any order cancelled within 48 hours prior to the scheduled staff arrival time. *Orders for **more than 20 staff cancelled in less than 7 days** prior to the event date will be charged the 50% cancellation fee as described above.*
2. **Order Reduction:** All staff number reductions will be subject to a 50% cancellation fee based on our 5 hour minimum (2½ hours) for any reduction within less than 24 hours prior to the scheduled staff arrival time.
3. **Staff Arrival On-Site:** All clients will be subject to a full 5 hour cancellation fee for orders cancelled once staff arrive on the event site. *Please note that this fee could include travel time should the event be outside of our standard travel range. Please also note that in case a staff member should arrive late and the duration of the shift is less than 5 hours, client will be billed for our standard 5 hours minus the difference between the scheduled arrival time and the actual arrival time of the staff member.*

Payment Policy

All invoice payments must bill C.O.D. to a major credit card unless an open credit account has been established with our company. Payment terms for open accounts generally range from net 10 to net 30 days (please see "Terms" on your invoice for verification). Our office assesses an 18% annual, or 1½% monthly service fee to all accounts pending 45 days or longer. Accounts over 90 days will be referred to our collection agency and the client will be responsible for all collection and/or legal fees incurred. A processing fee of \$50 will be charged should a check be returned unpaid.

We appreciate the time you have taken to read our company policies and look forward to providing you with our Total Success Staff.