



CAP REVIVAL CARE
Your Best Health Is Our Greatest Achievement

Private Pay Consumer Payment Terms, Conditions, and Deadlines For Homemaker and Companion Services

This document outlines the payment terms, conditions, and deadlines for private pay consumers receiving Homemaker and Companion services from **CAP REVIVAL CARE LLC**.

1. Payment Terms and Deadlines

- Consumer and/or Authorized Representative agree to remit payment for services rendered on a **weekly** basis, based on invoices provided by CAP REVIVAL CARE LLC, and are payable to the Agency.
- **All payments are due no later than Sunday at 11:59 P.M. (EST)** for the prior week of services rendered on a **weekly** basis.
- The Consumer and/or Authorized Representative **agrees to remit to the Agency a deposit equal to one (1) week of services for risk mitigation purposes**, which reflects one (1) week of services per the agreed weekly schedule in the “Private Pay Homemaker and Companion Services Contract.” Such deposit shall be due and payable prior to the initial date of service. The deposit shall not relieve the Consumer and/or Authorized Representative of the obligation to remit weekly payments in accordance with the Agency’s established payment schedule, nor shall it exempt the Consumer and/or Authorized Representative from late payment status or the assessment of any applicable late fees. The deposit shall be maintained solely as reserve funds for risk mitigation. In the event the Consumer and/or Authorized Representative terminates services in the midst of a week, and services have been rendered, or fails to remit payment for services rendered on the applicable weekly due date. Thereafter, the Agency may apply all or a portion of the deposit to satisfy any outstanding balance owed. **Any remaining balance of the deposit**, after application to unpaid charges, **shall be refunded** to the Consumer and/or Authorized Representative within seven (7) to twenty-one (21) business days.
- Payments may be made via [Digital Wallets/Apps: e.g., Zelle: (813) 244-5520 for quick, convenient transfers, Personal Checks, ACH/Bank Transfers, Credit, and Debit cards.
- All Consumer and/or Authorized Representatives are provided with a twenty-four (48) hour grace period following the weekly payment due date.

- Invoices will be issued promptly and may be delivered via email, messaging/SMS, postal mail, electronic invoice, or other digital and/ or traditional method.

Note: Payments are NOT to be paid directly to Caregivers.

2. Late Payments and Interest Charges

- If payments are not received on the stated deadlines, a **\$50 late fee** will be applied **each time** the Consumer and/or Authorized Representative fails to pay on time. This fee will be added to the **outstanding balance**.
- In addition to the flat fee, a **daily interest rate of 1.5%** (or **15% every 10 days**) will be applied to any unpaid balance, **compounding daily**.
- To **avoid a late fee**, payments must be made **no later than Monday at or before 11:59 P.M. (EST)**; after this time, **services will be terminated immediately until all fees are paid**.
- CAP REVIVAL CARE LLC reserves the right to suspend or cancel services until outstanding payments are resolved.

3. Extended Hours and Additional Compensation

- In the event the Caregiver renders services in excess of the scheduled shift times and/or daily hours set forth in this Agreement, the Consumer and/or Authorized Representative agrees to be financially responsible for such additional services for up to fifteen (15) minutes beyond the scheduled end of the shift. Any services rendered beyond this fifteen (15) minute period shall not be the financial responsibility of the Consumer and/or Authorized Representative unless the Caregiver is unable to depart at the scheduled time due to, circumstances including, but not limited to: (i) an emergency pertaining to the Consumer; (ii) the inability to complete a proper relief; (iii) traffic delays following a community outing; or (iv) the completion of a task specifically requested by the Consumer and/or Authorized Representative.
- In the event the Consumer and/or Authorized Representative requests or authorizes services beyond the scheduled time and/or daily hours, the Consumer and/or Authorized Representative agrees to compensate the Agency in accordance with the applicable hourly or daily rates in effect at the time such services are provided.

4. Termination of Services

- The Private Pay Homemaker and Companion Services Contract may be **terminated by either party with a minimum of 14-day written notice** (email is acceptable).
- In the event of termination, the Consumer and/or Authorized Representative is responsible for any **outstanding fees for services rendered up to the termination date**.

- Any unpaid balance at the time of termination is considered **immediately due in full**.
- If the balance at the time of termination is not paid immediately, a **daily interest rate of 1.5% (or 15% every 10 days)** will be applied to any unpaid balance, **compounding daily** until outstanding payments are resolved.

5. Consumer and/or Authorized Representative Acknowledgment and Contract

By continuing with private pay services, the consumer and/or authorized representative acknowledges and agrees to:

- Review all invoices in a timely manner.
- Submit payment for services by the weekly deadline (**Sunday at or before 11:59 P.M. EST**) for the previous week on a weekly basis.
- Observe and comply with the twenty-four (48) hour grace period after the weekly payment due date to prevent the incurrence of late fees.
- Accept the application of a **\$50 late fee each time** the Consumer and/or Authorized Representative fails to pay on time and a **daily interest rate of 1.5%** on any overdue payments, **compounding daily** until outstanding payments are resolved.
- Adhere to the 14-day written notice policy for voluntary termination of services.

Questions or Concerns?

For billing inquiries or to discuss payment arrangements, please contact:

 **Email:** caprevivalcare@gmail.com

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 **Fax:** [+1-813-722-0411](tel:+1-813-722-0411)

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