

1. TERM

- 1.1. This Agreement shall commence on the Start Date indicated on the client's application and shall have a month-to-month term. To terminate, client must provide a 30-day written notice to Execu-Suites Southwest, LLC at 5401 S Kirkman Road Suite 310 Orlando FL 32819 or via e-mail to info@execusuitesinc.com.

2. SERVICES RENDERED

- 2.1. Under this Agreement, Execu-Suites Southwest LLC will provide the services selected by client on the client's application.
- 2.2. All services are provided Monday through Friday from 8:30am to 5:00pm. If we are providing phone services, all calls will be either forwarded or transferred directly to voicemail after hours.
- 2.3. Holidays. We are closed on the following holidays and will not provide receptionist/mail services during these times: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas, and the day after Christmas. Additionally, the center closes at noon on all day the day before Thanksgiving, Christmas Eve, and New Years Eve. Execu-Suites reserves the right to close the business day before or after any of the above holidays in observance of said holiday if the holiday falls on a weekend day.
- 2.4. Meeting Room Usage. Execu-Suites will provide client access to meeting rooms and hourly offices at either of our two Orlando centers, which must be scheduled online by client using the Client Care Portal located at <https://www.execusuitesinc.com/cportal/>. After-hours access to meeting rooms and hourly offices is available - See staff for further information.
- 2.5. Mail Services. If we are providing mail services, mail will be received by Execu-Suites and client will be notified via e-mail each time mail is received, unless client purchased automatic Mail Forwarding services, in which case they will not be notified via e-mail upon mail receipt. Mail will be held for pick-up for up to 30 days unless Client opts to purchase our mail forwarding service on a one-time or recurring basis. Mail that has been held by Execu-Suites for longer than 30 days will be forwarded at client's expense to the current address Execu-Suites has on file for Client. Execu-Suites is not responsible for any lost or missing mail items once they have left our possession and are under the care of USPS, UPS, FedEx, DHL, or any other similar shipping services.
- 2.6. Package Services. If we are providing package services, packages will be received by Execu-Suites and Client will be notified via e-mail each time packages are received. Packages held for pick-up for more than five (5) business days will be subject to a \$5.00 per day package storage fee. If Client has purchased automatic Mail Forwarding services, packages will be forwarded at Client's expense at the same time mail is forwarded.

3. COMPENSATION

- 3.1. Client agrees to remit monthly a subscriber fee as listed under "Monthly Service Fee" on the application, plus applicable Sales Tax, for the services detailed under the "Services Rendered" section above, due and payable on the first (1st) day of each month without invoice or demand.
- 3.2. Monthly invoices will be rendered to reflect all charges incurred, plus additional services, including but not limited to: long distance, mail forwarding, copies, postage, etc. and any applicable taxes. Fees for additional services in accordance with our published rates, which may change from time to time, are calculated in arrears from the 16th to the 15th of each month.
- 3.3. Client may elect to set up automatic monthly payments via either eCheck (ACH) or credit/debit card. A 3.25% convenience fee applies to all credit/debit card transactions; this convenience fee is waived for eCheck (ACH) transactions.
- 3.4. Late Fees. A late penalty of a minimum of five dollars (\$5.00) or up to eight percent (8.0%) of the invoice balance, will be charged after a four (4) day grace period, until subscriber fee and services are paid. If the account becomes 20 days in arrears, services may be disconnected pending receipt of payment.
- 3.5. Client will be invoiced on the 20th of each month with payment due on the 1st and late after the 5th day of each month.
- 3.6. Non-payment will result in termination of services but in no way relieves Client of their obligations under the terms of this Agreement.

4. MEETING ROOM AND HOURLY OFFICE USAGE

- 4.1. If Client chooses to reserve time on an hourly basis in our meeting rooms and uses in excess of five (5) hours in a billing period, Execu-Suites may choose to process payment after each 5 hours of use during a billing period.- and/or disallow additional bookings until payment is made.
- 4.2. Use of meeting rooms and hourly offices will be billed in one-quarter (1/4) hour increments at a rate of \$25.00-\$35.00 per hour for meeting room time and \$20.00 per hour for hourly office time unless Client has purchased a Monthly Membership, in which case meeting room time is billed at \$12.50-\$17.50 per hour and hourly office time is billed at \$10.00 per hour.
- 4.3. Cancellation Policy. Execu-Suites requires a 24-hour notice of cancellation for meeting room and/or hourly office usage. Client is responsible for cancelling or editing their own reservations using the Client Care Portal. If cancellation is not received within the 24-hour timeframe, a cancellation fee of \$50.00 or the cost of the booking (whichever is lesser) will apply.
- 4.4. Cleaning. Client must leave the meeting room and/or hourly office neat and clean after use. Should center staff need to clean a room after Client's use, a clean-up fee of \$20.00 will be assessed.

NOTE: After-hours access is optional, and thus is not specifically addressed in these terms and conditions. Should you request after-hours access to any of our facilities, you will be provided with a copy of the policies specific to after-hours usage, and you will be required to sign acknowledging receipt of these policies.

Execu-Suites Southwest, LLC

5401 South Kirkman Road, Suite 310, Orlando FL 32819

Tel: 407.363.5757 | Fax: 407.926.4117