

Client Agreement Package

Welcome to Mister Wilson, your good neighbor.

This Client Agreement Hub includes all necessary documents that outline the terms, protections, responsibilities, and mutual understanding between the Client and Mister Wilson regarding our home watch and property care services.

By reviewing and signing this bundle, the Client acknowledges and agrees to all terms specified in the following:

1. Master Service Agreement (MSA)

This agreement outlines the overall relationship between Mister Wilson, your friendly neighbor, and the Client. It covers scope of services, payment terms, liability limitations, scheduling, and dispute resolution.

2. Service Plan Terms & Conditions (T&Cs)

This document details the specific services included under the Essential, Neighbor, or Guardian plan selected by the client. It defines the frequency of visits, inclusions, exclusions, and service limits.

3. Client Authorization Form

Grants Mister Wilson written permission to access the property, operate security systems, manage smart devices, and perform authorized tasks such as vehicle start-up. Specific consents are recorded and initialed by the client.

4. Liability Waiver & Hold Harmless Agreement

The client acknowledges that Mister Wilson is not responsible for pre-existing conditions, equipment failure, acts of nature, or work performed by third-party vendors. The client agrees to hold Mister Wilson harmless in such cases.

5. Emergency Protocol Acknowledgment

Details the procedures in the event of a property emergency (e.g., leaks, alarms, break-ins). Defines response actions, vendor coordination protocols, and the client's responsibility for third-party vendor costs.

6. Privacy & Data Policy

Explains how Mister Wilson handles client data, including alarm codes, contact info, and smart device access. All information is stored securely and used strictly for home management purposes.

7. Photo & Reporting Consent

Allows Mister Wilson to take interior and exterior photos for inspection reports. Photos are shared with the client and not used for marketing or external purposes without consent. 8.

8. Cancellation & Refund Policy

Clients may cancel service with 30 days' written notice. Refunds are not offered for unused visits or mid-month cancellations unless otherwise specified in writing.

Please read carefully. You may digitally sign or submit a scanned copy to complete the agreement process.

Date: _____

Client initials: _____

Master Service Agreement (MSA)

1. Introduction

This Master Service Agreement ("Agreement") is entered into between the Client ("Homeowner") and Mister Wilson, your friendly neighbor ("Service Provider"). This Agreement outlines the general terms and conditions under which property management and home watch services will be provided.

2. Scope of Services

Services include but are not limited to: property inspections, mail/package collection, coordination with third-party vendors, emergency response, concierge coordination, and observational monitoring of home systems. Specific services are defined in plan-specific Terms & Conditions selected by the Client.

3. Service Limitations

All services are non-invasive and observational in nature. We do not move furniture, access crawlspaces, open panels, or perform any licensed trade work. We do not guarantee discovery or prevention of all potential issues.

4. Access Requirements

The Client must provide secure, reliable access (keys, codes, or digital access). If access is denied or unavailable during a scheduled visit, that visit is considered fulfilled. Repeated access issues may result in cancellation.

5. Liability & Insurance

Mister Wilson, your friendly neighbor, maintains general liability insurance. However, we are not liable for pre-existing damage, equipment failure, acts of nature, pest infestations, missed vendor services, or losses caused by issues beyond our control. Clients must maintain adequate homeowner's insurance.

6. Payment Terms

All services are billed monthly in advance. Payment is due before the first scheduled visit each month. Late payments may result in service suspension.

7. Vendor Coordination

We may coordinate with third-party service providers upon the Client's request. We are not responsible for third-party work, delays, cancellations, or outcomes. All costs incurred from vendors are the sole responsibility of the Client.

8. Term & Termination

This Agreement is ongoing until canceled by either party with a 30-day written notice. No refunds are provided for unused visits or early termination unless agreed upon in writing.

9. Privacy

Client information, access codes, and property details are stored securely and used only for service purposes. We do not share personal data without consent unless required by law.

10. Amendments

This Agreement may be amended from time to time. Clients will be notified in writing of any material changes.

Service Plan Terms & Conditions

1. Overview

These Terms & Conditions apply to all home management service plans offered by Mister Wilson, your good neighbor. By subscribing to any of our plans, the client agrees to the services, limitations, and responsibilities outlined herein.

2. Plan Descriptions

- The Essential Plan: Peace of mind, made simple. Includes bi-weekly home visual inspections, mail & package collection, security checks (doors, windows, cameras), and basic reporting with photo updates.
- The Neighbor Plan: Trusted, home care service - just like a good neighbor would provide. Includes everything in the Essential Plan, plus weekly inspections & reporting, lawn and landscape oversight, pool and spa monitoring, handyman coordination (for small repairs), emergency vendor coordination, and pre-arrival and departure preparation.
- The Guardian Plan: Proactive care for every corner of your home. Includes everything in the Neighbor Plan, plus smart home device check-ins and status updates, vehicle start-up (1-2 times per month), seasonal décor coordination (installation and uninstall), concierge coordination (groceries, cleaning, and more), and emergency on-call coordination.

3. Service Nature

All services are observational, non-invasive, and do not include licensed repairs or deep diagnostics. Our role is to provide visibility, oversight, and coordination - not to replace licensed contractors or assume ownership of repairs.

4. Service Frequency

Essential Plan visits occur every two weeks. Neighbor and Guardian Plan visits occur weekly. Visit schedules may be adjusted due to holidays, severe weather, or limited access to the property.

5. Access & Security

The client is responsible for providing secure and reliable access. Missed visits due to inaccessible properties are considered fulfilled. Clients are encouraged to provide gate/door codes and alarm instructions in writing.

6. Vendor & Repair Coordination
We may coordinate third-party services upon request or in an emergency. Mister Wilson is not responsible for vendor work quality, timeliness, costs, or outcomes. The client assumes all charges related to external vendor services.

7. Add-On & Custom Services

Clients may request additional services outside of their selected plan at any time. Any such services will incur an extra fee, which will be clearly communicated to the Client in advance. No additional service shall be rendered without the Client's prior approval.

Approval must be provided in writing, either through email, text message, or any other verifiable digital communication platform, or by physical signature, as applicable. Verbal confirmations will not be accepted.

All additional services must be quoted, approved, and documented prior to execution. Mister Wilson, your good neighbor, reserves the right to decline any custom request that falls outside the scope of its operational capacity or conflicts with its policies.

8. Reporting

Visit reports with notes and photo updates will be delivered within 48 hours of the visit, barring connectivity or system delays. Guardian plan reports may include smart device and vehicle updates.

9. Liability Limitations

We are not liable for undetected issues, mechanical failure, pre-existing damage, acts of nature, pest activity, or unattended vendor services. Clients must maintain active homeowners insurance at all times.

10. Termination

Clients may cancel their plan with 30 days' written notice. No refunds will be issued for unused visits or mid-month cancellations. All cancellations must be confirmed in writing.

11. Modifications

Mister Wilson reserves the right to update service offerings or pricing with 30 days' notice. Continued use of services implies acceptance of such changes.

Client Authorization Form

1. Purpose of Authorization

This form grants Mister Wilson, your good neighbor ("Service Provider"), and its designated representatives permission to access and provide home watch and property services as outlined in the selected service plan.

2. Property Access

Client authorizes access to the property using keys, keypads, smart locks, garage openers, or alarm systems. It is the Client's responsibility to ensure access is valid, tested, and operational at all times. The Service Provider is not responsible for access failures due to expired codes, changed locks, or malfunctioning equipment.

3. Scope of Authority

- Perform scheduled visual inspections and service visits
- Operate non-invasive home systems (water taps, AC, alarm panel, thermostat, etc.)
- Remove mail/packages, newspapers, or visible exterior debris
- Start and idle Client vehicle(s) when requested and authorized
- Coordinate vendor access, repairs, or delivery services when authorized
- Install and remove seasonal décor (if included in plan)
- Use smart home platforms and surveillance systems for reporting purposes (with access)

4. Observational Nature of Services

All services are observational and non-invasive. We do not disassemble systems, open walls, move heavy items, or conduct licensed repair work. We make reasonable efforts to identify visible issues but cannot guarantee detection of hidden damage, mold, pests, or slow-developing problems.

5. Systems & Equipment Disclaimer

Client authorizes operation of household fixtures for maintenance purposes (e.g., running faucets, flushing toilets). Client accepts all responsibility for system failure or water damage resulting from underlying issues, pre-existing wear, or deferred maintenance.

6. Vehicle Access (if applicable)

If the Client requests vehicle services, keys or digital access must be provided. We will not test, drive, or diagnose mechanical issues. The Service Provider is not responsible for dead batteries, flat tires, or vehicle malfunctions of any kind.

7. Vendor & Third-Party Coordination

We may coordinate with landscapers, pool techs, cleaners, or repair contractors. Client understands we are not responsible for third-party performance, damage, cancellations, or timelines. All vendor costs are the Client's responsibility.

8. Insurance & Indemnity

Client agrees to maintain active homeowner's insurance throughout the service period. Client holds harmless and indemnifies the Service Provider from any claims, losses, or liabilities beyond the scope of observational services performed with reasonable care.

9. Emergency Authorization

Client authorizes Mister Wilson to act in good faith during property emergencies to mitigate damage, including shutting off water/electricity, securing vendors, or notifying authorities. Client agrees to reimburse all direct costs incurred.

10. Duration & Revocation

This authorization remains in effect until the Client cancels service in writing. Revocation of access must be submitted in writing and confirmed by the Service Provider.

Liability Waiver & Hold Harmless Agreement

1. Purpose

This Liability Waiver & Hold Harmless Agreement (the 'Agreement') is entered into by the Client in favor of Mister Wilson, your good neighbor (the 'Service Provider'), its employees, representatives, and contractors. This Agreement limits the liability of the Service Provider and protects it against claims arising from the provision of non-invasive home watch and property services.

2. Acknowledgment of Service Scope

Client understands that the services provided are observational, non-invasive, and are not intended to replace inspections, repairs, or diagnoses typically performed by licensed contractors or certified professionals. Service Provider does not assume responsibility for detecting hidden damage, mold, structural issues, or system failures.

3. Assumption of Risk

Client acknowledges that property-related risks exist and may not be visible during the course of a routine visit. These include, but are not limited to, undetected leaks, HVAC failure, pest infestation, vandalism, weather-related damage, electrical or mechanical malfunctions, and contractor negligence.

4. Indemnification & Hold Harmless

Client agrees to indemnify and hold harmless the Service Provider from any and all claims, losses, costs, damages, or legal actions arising out of or related to:

- Property damage due to system or appliance failure
- Delays or negligence by third-party vendors
- Vehicle issues, including battery failure or malfunctions
- Missed issues occurring between scheduled visits
- Acts of nature or unforeseeable events
- Access failure or incorrect entry instructions

5. No Warranty

The Service Provider makes no warranties or guarantees, express or implied, regarding the outcome, reliability, or prevention of damage to the Client's property. All services are provided in good faith and with reasonable care within the agreed scope.

6. Insurance Responsibility

Client agrees to maintain active and adequate homeowner's insurance throughout the duration of services. Client accepts full responsibility for any uninsured loss or event affecting the property.

7. Severability

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Emergency Protocol Acknowledgment

1. Purpose

This document acknowledges the Client's understanding of and agreement to the emergency response procedures followed by Mister Wilson, your good neighbor (the 'Service Provider'), in connection with home watch and property management services.

2. Emergency Definition

An emergency is defined as any unexpected event or condition that presents an immediate risk to the safety of the property, its contents, or the general public, including but not limited to:

- Water leaks or flooding
- HVAC failure during extreme temperatures
- Signs of break-in or vandalism
- Fire, gas smell, or electrical hazards
- Storm or natural disaster damage

3. Service Provider Authority

Client grants Mister Wilson permission to take reasonable and necessary action in the event of an emergency. This may include:

- Shutting off water, electricity, or gas
- Contacting emergency services (fire, police, utility companies)
- Securing doors, windows, or other access points
- Coordinating emergency repairs with vendors or contractors

- Notifying the Client and providing a detailed incident report

All decisions will be made in good faith and at the sole discretion of the Service Provider based on the conditions observed.

4. Good Faith & Discretion

Client acknowledges that all emergency decisions will be made in good faith and at the sole discretion of the Service Provider, based on the information available at the time. The Service Provider cannot guarantee that its actions will prevent loss or further damage.

5. Client Responsibility

Client agrees to:

- Maintain active homeowner's insurance to cover damages or repairs
- Keep emergency contact information current
- Respond promptly to communications from the Service Provider during emergencies (within 1 hour)
- Approve or decline vendor estimates in a timely manner

6. Spending Authority

Unless otherwise agreed in writing, the Service Provider may authorize emergency services up to \$500. Additional costs will require prior Client approval, unless time-sensitive conditions demand immediate action to preserve the property.

7. Inaccessibility Clause

In cases where access is not possible due to weather, damage, malfunctioning entry systems, or unsafe conditions, the Service Provider is not liable for the inability to enter the premises or respond to the emergency.

8. Liability Limitation

While all emergency actions are taken in good faith and with reasonable care, the Service Provider is not responsible for property damage, vendor performance, service delays, or losses related to acts of nature or system failures.

Privacy & Data Policy

1. Introduction

Mister Wilson, your good neighbor ("we," "our," or "us"), is committed to protecting the privacy of our clients. This Privacy & Data Policy outlines how we collect, use, store, and protect your personal information in accordance with federal U.S. privacy laws, the Texas Privacy Protection Act, and applicable best practices.

2. Information We Collect

We may collect the following types of personal information:

- Name, phone number, email address, and mailing address
- Property address and access instructions
- Emergency contact information
- Security codes, keyholder details, and vendor contact info
- Smart device credentials or access codes (if voluntarily shared)
- Billing information (used only for invoicing and payment processing)
- Communication history and service preferences

3. How We Use Your Information

Your personal information is used to:

- Deliver contracted services and schedule visits
- Coordinate vendor or emergency support
- Provide service updates and communicate during active service periods
- Maintain safety, security, and integrity of your property
- Comply with legal obligations and business practices

4. Information Sharing

We do not sell or rent your information to third parties. We may share necessary data with:

- Authorized service vendors (e.g., landscapers, HVAC technicians) for coordination only

- Emergency responders (fire, police, utilities) in the case of incidents
- Our service management software and secure storage partners

All parties are bound by confidentiality and limited-use agreements where applicable.

5. Data Storage & Protection

We use secure systems and industry-standard encryption to store personal data. Access is limited to authorized personnel only. We take reasonable measures to prevent unauthorized access, disclosure, or alteration of your data.

6. Access & Correction

You may request to review, correct, or update your personal information at any time by contacting us at the information provided below.

7. Retention & Deletion

Client data is retained only for the duration of active service and up to 24 months after cancellation for audit or legal compliance. You may request earlier deletion unless required for business or regulatory reasons.

8. Use of Photos & Property Data

Photos taken for service reports remain confidential and will only be shared with the client or emergency personnel. No images will be used for marketing or public purposes without prior written consent.

9. Children's Privacy

Our services are not intended for individuals under the age of 18, and we do not knowingly collect personal data from minors.

10. Legal Compliance

We comply with the Texas Data Privacy and Security Act (TDPSA), the Federal Trade Commission Act (FTC Act), and all other applicable state and federal privacy regulations.

11. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. You will be notified of any material changes by email or through a notice on our website.

12. Contact Us

For questions, data access requests, or privacy concerns, contact:
Email: contact@misterwilson.co

Photo & Reporting Consent Form

1. Purpose

This form grants Mister Wilson, your good neighbor (the 'Service Provider'), permission to capture, store, and share photographic and written documentation of the Client's property as part of our service reporting and emergency communication processes.

2. Scope of Photo Use

Photos may be taken during routine inspections, seasonal services, emergency events, or upon specific client request. These images may include interior rooms, exterior areas, appliances, fixtures, or other elements relevant to the status of the property.

3. Intended Use

Photos and reports will be used solely for:

- Documenting the condition of the property
- Supporting inspection reports or updates
- Emergency coordination or claims support
- Internal staff training or quality control (non-public, anonymized)
- Client communication and transparency of services

4. Storage and Protection

Images and reports are stored in secure, encrypted digital storage solutions accessible only by authorized personnel. Access to reports is strictly limited to the Client and designated emergency personnel (when required).

5. Marketing or Public Use

We will never use any image or report for marketing, advertising, or publication without your prior written consent. Any use will anonymize property address and personally identifiable details unless explicitly approved by the Client in writing.

6. Consent Withdrawal

Clients may revoke their consent for photo documentation at any time by submitting written notice. Revocation will apply prospectively and not affect materials captured and stored prior to the withdrawal.

7. Legal Compliance

We adhere to all applicable U.S. federal laws and Texas regulations regarding digital data collection, privacy, and secure storage, including the Texas Data Privacy and Security Act (TDPSA).

Cancellation & Refund Policy

1. Overview

This Cancellation & Refund Policy outlines the terms under which clients may cancel their service plans with Mister Wilson, your good neighbor (the 'Service Provider'), and defines conditions for any potential refunds.

2. Cancellation Terms

Clients may cancel their plan at any time with written notice. A minimum of 30 days' advance written notice is required. Cancellation requests must be sent via email or through the client account portal (if applicable).

3. Mid-Month Cancellations

If cancellation occurs mid-billing cycle, services will continue through the end of the paid period unless otherwise requested. No refunds or partial credits will be issued for unused service days or visits not yet rendered.

4. Missed or Skipped Visits

No refunds or credits will be issued for visits missed due to inaccessible property (locked gates, changed codes, blocked entry, etc.), client travel without notification, or weather delays beyond our control.

5. Plan Downgrades or Modifications

Clients may request to downgrade or upgrade their service plan with at least 14 days' advance written notice. Rate changes will take effect in the next billing cycle. Custom service add-ons may be quoted separately.

6. Refund Exceptions

Refunds may only be considered under the following conditions:

- Duplicate or erroneous charges
- Services charged but not rendered due to our error

All refund requests must be submitted in writing within 30 days of the transaction.

7. Force Majeure We are not responsible for interruptions in service or delays due to circumstances beyond our control, including but not limited to severe weather, natural disasters, pandemics, or civil unrest.

8. Non-Transferability

Plans and services are non-transferable between properties or individuals unless expressly approved in writing by the Service Provider.

9. Contact

All notices related to cancellation or refund must be directed to: Email: contact@misterwilson.co

Final Acknowledgment

By signing below, the Client acknowledges that they have read, understood, and agreed to the terms of this Client Agreement Hub, which includes:

- Master Service Agreement (MSA)
- Terms & Conditions
- Client Authorization Form
- Liability Waiver & Hold Harmless Agreement
- Emergency Protocol Acknowledgment
- Privacy & Data Policy
- Photo & Reporting Consent
- Cancellation & Refund Policy

Client Name: _____

Service Address: _____

Phone: _____

Email: _____

Client Signature: _____

Date: _____