

Premium Tier

Event, ride, and concierge support

HOURLY RATE	\$65 / hour
MINIMUM BOOKING	4-hour minimum
DEPOSIT TO CONFIRM	\$50 non-refundable deposit (applied to your booking total)
RECOMMENDED LEAD TIME	48 hours recommended
CONFIRMATION WINDOW	Confirmed within 12 hours of request approval; scheduled window locked once you accept.

Rescheduling

One free reschedule with 48+ hours notice. Inside 48 hours, a new \$50 deposit is required to hold a new slot.

Cancellation & refunds

- Cancel 48+ hours before start: deposit held as credit toward a future booking within 60 days.
- Cancel inside 48 hours: deposit forfeited. Travel already dispatched is billed at the posted travel rate.
- Credits expire in 60 days, non-transferable.

No-show

No-show or unreachable at start time: full deposit forfeited and any dispatched travel is billed.

Availability windows

Standard hours: Monday–Sunday, 8:00 AM – 10:00 PM CT across San Antonio and Bexar County. After-hours (10 PM – 6 AM CT) by approval only; Premium or Elite plus surcharge applies. Holidays and peak dates have limited availability; Elite retainer clients receive priority scheduling.

Confirmation flow

1. Submit a booking request with tier, hours, location, and intake acknowledgments. 2. Our office reviews for fit, scope, and availability. 3. If approved, we send confirmation with deposit instructions and your assigned window. 4. Your appointment is confirmed only after the tier-specific deposit is received. 5. A submitted request is not a confirmed appointment until you receive written confirmation from RestedSA.

Conduct & safety exception

Regardless of tier, appointments ended for boundary, safety, conduct, or intoxication concerns forfeit the deposit or retainer in full with no reschedule credit.