

Relocation | Private Transition

PACKAGE DETAILS / DELIVERABLES / TERMS

Starting at \$2,295 | Up to 24 TOTAL service hours | 45 calendar days | Hybrid

Who this package is for

Clients managing a multi-stage or more complex move, including several vendors, staggered deliveries or out-of-area transitions.

Included activities

- Detailed kickoff and three-phase plan: before the move, transition/move period, and settling in
- Central tracker of deadlines, vendor contacts, appointments, dependencies and outstanding client decisions
- Coordination of multiple approved movers, delivery services, utilities and household providers within available hours
- Proactive follow-up on agreed critical dates, service activations and delivery confirmations
- Twice-weekly written status updates during active coordination periods
- Two scheduled local on-site coordination visits of up to 2 hours EACH, INCLUDED in the 24-hour total, for walkthroughs, approved vendor access coordination or preparation checks
- Detailed digital handover with confirmed services, contact directory, unresolved items and next steps

Expected deliverables

- Three-phase transition plan and milestone tracker
- Vendor/contact, delivery and decision logs
- Twice-weekly written updates during active periods
- Two on-site visit summaries and final digital transition binder

Hours, timing and limits

Twenty-four service hours TOTAL across 45 days. Up to four hours of included on-site service leave up to twenty hours for remote coordination and reporting if both visits are fully used. Example allocation only: planning and setup 5 hours; vendor coordination 9 hours; updates and issue tracking 4 hours; two visits 4 hours; final handover 2 hours = 24 hours. Actual time allocation is tailored. Separately approved travel time, mileage and expenses are additional. The service is higher-touch coordination, provided within the agreed service hours and scope.

Client responsibilities

Identify one primary decision-maker, provide move details and access permissions, approve vendor selections/payments and respond to time-sensitive decisions.

Not included without separate written agreement

Physical moving, packing, unpacking, storage handling, managing construction or trades, inspections, 24/7 support, guaranteed vendor outcomes, payment of vendors or ongoing property management.

Standard engagement terms

These terms apply alongside the written proposal and client agreement.

Standard terms applicable to EVERY package

Travel, mileage and third-party expenses

Published package prices exclude travel time, mileage, parking, tolls, lodging, transportation and other out-of-pocket expenses. When travel is needed, CORDINEL will disclose the anticipated travel-time charge and obtain written client approval before the trip. Approved travel time is billed separately from purchased service hours, at a travel-time rate quoted individually for each engagement. Approved business mileage is billed separately at the applicable IRS standard business mileage rate in effect on the date of travel. The mileage calculation method will be specified in the proposal.

Parking, tolls and other preapproved expenses are billed at actual cost. No travel or related expense is incurred on the client's behalf without approval. Vendor fees, bookings, subscriptions and purchases are additional unless expressly included.

How requests and hours work

The client identifies objectives, priorities, deadlines and relevant access at onboarding. CORDINEL and the client agree on workstreams and an initial priority list; subsequent requests must remain within that scope. CORDINEL organizes and performs approved work independently, flags decisions requiring approval, and tracks time spent on research, planning, communications, documentation, coordination, reporting and any included on-site service. Hours are total hours for the stated engagement period, rather than weekly allowances. Unused monthly retainer hours expire at the end of each monthly service period and do not roll over. Relocation package hours expire at the end of their stated service period. Additional approved service hours are billed at \$85/hour; material scope changes and custom engagements may require a separate quotation.

Scheduling and communications

Support is scheduled rather than continuous or on demand. CORDINEL acknowledges routine client requests within one business day during agreed service hours; acknowledgement is not a promise of same-day completion. Meeting cadence, project dates, on-site eligibility and deadlines are confirmed in writing. Scheduled appointments require at least 24 hours notice to cancel or reschedule; late changes may incur approved reserved-time or nonrecoverable third-party charges as specified in the engagement agreement. Service hours do not include around-the-clock coverage or emergency response. Client delays and late approvals may affect delivery.

Approvals and responsibility

CORDINEL coordinates, researches, documents and tracks; the client remains responsible for final decisions, accuracy of supplied information, signing agreements, authorizing purchases and paying third parties. CORDINEL does not provide legal, tax, financial, medical, real-estate brokerage or other regulated professional advice. CORDINEL makes reasonable efforts to identify vendors suited to client needs using publicly available information, stated qualifications and reviews. CORDINEL does not warrant or guarantee the quality, performance, availability or outcomes of independent third-party contractors. The client makes final vendor selections and approvals. One reasonable, consolidated revision round is included for defined project deliverables; additional rounds or changed requirements are separately quoted.

How relocation service hours work

Each relocation package provides ONE TOTAL POOL of professional service hours during its stated calendar-day service period, starting on the agreed start date. Research, planning, calls, emails, scheduling, tracker maintenance, updates, handovers and included on-site coordination visits all consume that pool. The service period is not a weekly hour allowance or continuous coverage. Separately approved travel time does NOT consume package service hours; travel time, mileage and expenses are billed separately under the standard policy. Visits are subject to geographic eligibility and scheduling. Client purchases and vendor fees are excluded.

Final scope, dates, availability, payment arrangements, and engagement-specific changes are confirmed in writing before work begins.