CONCIERGE SERVICES POLICY

Luxury Desert Escapes, LLC | Effective date: November 10, 2026

This Policy applies to optional services arranged through Luxury Desert Escapes, LLC, including services confirmed separately from a stay. The service confirmation identifies the provider, scope, date, price and cancellation terms. A reservation alone does not include concierge services.

Requests and Confirmation

Services may include transportation, private chefs, catering, grocery stocking, wellness appointments, activities or equipment rental, subject to availability. A request is not confirmed until LDE or the provider confirms the service, price and applicable terms in writing. Requests to change the scope require new approval.

Prices and Payment

The confirmation must state the full service price, taxes, any mandatory service or coordination charge, gratuity treatment, deposit and balance due date. Optional additions require your approval. LDE may receive a disclosed coordination fee or a commission from the provider. Payment may be collected by LDE or directly by the provider, as identified in the confirmation.

Independent Providers and Outside Vendors

Services may be performed by independent providers who control their own personnel, methods and equipment. LDE's coordination does not itself make a provider its employee or agent. Providers may require separate contracts and waivers. Guests may not bring outside vendors onto the Property without LDE's written approval. Every vendor must provide a certificate of insurance showing at least $1,000,000 in general liability coverage and naming Luxury Desert Escapes, LLC and the Property Owner as additional insureds, delivered to LDE at least 72 hours before arrival, along with any required licenses and permits.

Cancellations and Unavailable Services

The service-specific cancellation deadline, refund amount and treatment of deposits must be supplied before purchase. Accommodation cancellation does not automatically cancel a separately confirmed service; notify LDE and the provider promptly. If LDE declines a request before confirmation, or a confirmed provider cannot supply the service and you do not accept a substitute, LDE will refund amounts it collected specifically for the unavailable service. Direct provider payments are addressed with that provider, subject to applicable law.

Guest Information and Participation

Give accurate headcounts, timing, access instructions and relevant dietary, allergy or accessibility requests before confirmation. A request is not a guarantee that a provider can accommodate it. Follow provider safety instructions, age restrictions and legal requirements. Do not participate while impaired where doing so would be unsafe.

Property and Event Restrictions

Concierge services remain subject to occupancy, parking, quiet hours and other Property rules. Hiring a chef, bartender or entertainer does not authorize an event. Events require a separate approved Event Agreement and any necessary permits. Alcohol service must be provided and consumed lawfully.

Responsibility and Concerns

Each party remains responsible for its own conduct as provided by applicable law. The Booking Agreement governs damage to the Property caused by Guest or invitees. Report service concerns promptly to the provider and LDE so

they can attempt a remedy. Nothing in this Policy waives non-waivable consumer rights or excuses liability that cannot lawfully be excluded.

For requests or assistance, contact reservations@luxurydesertescapes.com or (442) 241-1050.