Payment adjustments, or incorrect billing are still subject to full payment under the terms of this agreement. Billing and amounts due less than 48 hours are subject to no refunds.

Cancellation Policy: Cancellations occurring 72-48 hours prior to start of service will incur a fee of 50% of the total invoice will be charged (50% of prepaid amount will be refunded). Cancellations made within 48 hours are subject to no refunds. Any reductions in coverage after the start of services that are made less than 48 hours are subject to no refunds.

Billing and amounts due: Client agrees and accepts that all duration of time when services are rendered will be invoiced and paid. Any time that is provided in excess of the scheduled hours will be billed at 2 times the agreed upon rate in 1/2 hour increments. Any such adjustments are subject to late charges and late fees, and non-payment of these charges violates the terms of this agreement, and termination of services on remaining coverage may occur.

Late Fees: For any unpaid amounts a fee of 10% will be applied on the total amount every seven business days beyond the due date.

Payment: Invoice must be paid in full before the start of service. wire transfers (preferred). Information provided upon request. Checks: make payable to Citadel Security Agency. Must be cleared 48 hours before start of coverage. Credit Card (Optional): Information provided upon request, subject to additional fee.

SIGNATURE: ____________________________ DATE: ________________________

LEAD TIMES: The minimum hours per shift is 6 hours. Citadel retains the right to adjust assigned personnel in accordance with scheduling needs.


Minimums Shift times: The minimum hours per shift is 6 hours. Citadel retains the right to adjust assigned personnel in accordance with scheduling needs.

Breaks & Meals Relief: Client acknowledges that Citadel employees are provided mandatory breaks of one 15 minute break and one 30 minute meal break per any 8 hour shifts. For 8 hour shifts one additional 15 minute break is included. For 12 hour shifts one additional 15 minute break and one additional 30 minute meal break are included. All such breaks and reliefs are to be provided under the agreed upon order by the Client, if any reasons meal and reliefs are not covered, then the Client accepts there may be periods of interruption on coverage for which Citadel is not responsible nor liable for limited coverage.

Late Dismissal / Additional time: Any time beyond the scheduled hours will be billed at 2 times the agreed upon rate in 1/2 hour increments. Any such adjustments are subject to late charges and late fees, and non-payment of these charges violates the terms of this agreement, and termination of services on remaining coverage may occur.

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