



# The Siren's Shine

## Frequently Asked Questions

### **What is The Siren's Shine?**

The Siren's Shine is a **professional lifestyle and short-term rental concierge service** operated by Lovegood Amenities LLC. We provide high-quality, hands-on assistance with cleaning support, home resets, organization, errands, and concierge-style tasks designed to make life easier and spaces shine.

### **Is this a cleaning service or a concierge service?**

Both.

Some services involve cleaning and organizing support, while others focus on errands, resets, or short-term rental assistance. Each booking is customized based on your needs and confirmed in advance.

### **What are your rates and minimums?**

Rates, minimums, and service details are provided during booking approval. All services require **full prepayment** to confirm.

Travel outside the San Antonio area may include additional fees.

### **Do you offer recurring or subscription services?**

Yes.

Select services are available on a **subscription or recurring basis**, billed securely through Square. Subscription details are outlined during enrollment.

### **Where do you offer services?**

We are based in San Antonio, Texas.

## What happens if boundaries or policies are violated?

The session will end immediately without refund.

The Siren's Shine reserves the right to refuse or discontinue service at any time for safety, boundary, or professionalism concerns.

## How do I book?

Complete the booking inquiry form on our website.

Approved requests will receive next-step instructions for scheduling and payment.

## Can I make a special request?

Yes.

If there is a task or service not listed on our website, you're welcome to ask. Requests are reviewed on a case-by-case basis and must be reasonable, lawful, and within the scope of our services.

Availability and pricing will be confirmed in advance, and we reserve the right to decline requests that fall outside our service offerings or boundaries.

## How do subscriptions work if I need to pause or make changes?

Our subscription services are designed for consistency and priority access.

- All subscriptions **auto-renew monthly**.
- **Unused services do not roll over** to future months.
- Subscribers may access **subscriber-only add-ons** at preferred rates.

## Membership Terms

- All monthly memberships require a **3-month minimum commitment**.
- After the initial term, memberships continue **month-to-month**.
- Cancellations require **30 days' notice** prior to the next billing cycle.
- Memberships may be **paused for one (1) month every six (6) months** upon advance request.

Pause requests must be submitted before the billing date to avoid charges for that cycle.

## When does time begin for hourly errand services?

For hourly errand and concierge services, time begins when the Provider arrives at the **first errand or service location**. Travel time between errands during the booked service window is included in the scheduled time.

## What is the typical turnaround or wait time for services?

Turnaround times vary by service type:

- **Car seat cleaning:** Up to **48 hours**

- **Laundry services: 24–72 hours**, depending on volume
- **Cat litter box cleaning:** Up to **24 hours** when taken to an alternate cleaning location

Estimated completion times are communicated in advance and may vary based on demand, volume, or special circumstances.