



# The Siren's Shine

## Terms & Conditions

**Effective Date:** 01/12/26

**Company Name:** Lovegood Amenities LLC

**Business Name (DBA):** The Siren's Shine

**Location:** San Antonio, Texas

### **1. General Agreement**

By booking any service with **The Siren's Shine**, operated by **Lovegood Amenities LLC**, you ("Client") agree to these Terms & Conditions in full. These terms become binding upon payment, booking confirmation, or submission of any booking form.

### **2. Nature of Services**

The Siren's Shine provides **professional lifestyle and short-term rental concierge services**, including but not limited to errands, cleaning support, organization assistance, and property-related services.

All services are strictly non-sexual, lawful, and professional in nature.

### **3. Independent Contractor Status**

All services are provided by independent contractors operating under Lovegood Amenities LLC. Nothing in this agreement shall be construed as creating an employer-employee relationship, partnership, or joint venture.

### **4. Service Locations & Requirements**

- Services may take place in private residences, short-term rentals, or other approved locations.
- The Client is responsible for providing a **safe, respectful, smoke-free, and lawful environment**.

- Adequate access (parking, entry instructions, gate codes, etc.) must be provided in advance.
- Delays caused by lack of access, unavailable entry, or incomplete instructions do not extend service time or warrant refunds. Waiting time is billed as scheduled service time.
- **Pets must be secured** unless prior arrangements are made.
- The Siren's Shine reserves the right to **refuse entry or terminate services immediately** if conditions are unsafe, unsanitary, unlawful, or disrespectful.

## 5. Rates & Payments

- **Full payment is required in advance** to confirm any booking.
- Accepted payment methods will be communicated upon approval.
- Services will not begin without confirmed payment.
- Rates, minimums, and service details are communicated and agreed upon prior to booking confirmation.

## 6. Cancellations & Rescheduling

- Cancellations **made 24 hours or more** before the scheduled service are eligible for a full refund.
- Cancellations made **within 24 hours** are non-refundable.
- One reschedule per booking may be permitted with advance notice and availability.
- No-shows are non-refundable.
- Providers will not provide services if unwell and will reschedule without penalty.

## 7. Client Conduct & Boundaries

- **No physical contact** with the Provider is permitted at any time.
- **No filming, recording, or photography** without prior written consent.
- Clients must maintain respectful communication, tone, and conduct.
- Any inappropriate behavior—including suggestive language, intimidation, harassment, or boundary violations—will result in **immediate termination without refund**.

## 8. Confidentiality

All client information, communications, and service details are treated as confidential and will not be disclosed except where required by law.

## 9. Property, Valuables & Theft Disclaimer

Clients are responsible for securing all valuables prior to service. Lovegood Amenities LLC and its Providers are **not liable for lost, misplaced, or allegedly stolen items**.

Any allegations of theft will be addressed through appropriate legal channels. False, defamatory, or malicious claims may result in legal action.

## 10. Damage Disclaimer

The Siren's Shine is not responsible for pre-existing damage, wear, or structural issues. Any accidental damage caused directly by the Provider must be reported within **24 hours** of service completion for review.

## **11. Right to Refuse Service**

The Siren's Shine reserves the right to refuse or discontinue service at any time for safety, boundary, legal, or professionalism concerns, without obligation to provide a refund.

## **12. Limitation of Liability**

To the fullest extent permitted by law, Lovegood Amenities LLC shall not be liable for any indirect, incidental, or consequential damages arising from the use of services. Clients assume responsibility for their space, property, and belongings.

## **13. Force Majeure**

The Siren's Shine is not liable for delays or cancellations due to events beyond reasonable control, including but not limited to weather, emergencies, acts of God, illness, or governmental restrictions.

## **14. Chargebacks & Payment Disputes**

Unauthorized chargebacks or payment disputes will be considered a breach of these Terms. Documentation will be submitted to contest invalid claims, and Clients may be permanently banned from future services.

## **15. Modifications to Terms**

The Siren's Shine reserves the right to update these Terms & Conditions at any time. Continued use of services constitutes acceptance of the most current version.

## **16. Governing Law**

These Terms shall be governed by and interpreted in accordance with the laws of the **State of Texas**.

## **17. Severability**

If any provision of these Terms is found unenforceable, the remaining provisions shall remain in full force and effect.

## **18. Agreement**

**By booking a service and submitting payment, the Client confirms that they have read, understood, and agreed to these Terms & Conditions in full.**