

# Terms & Conditions – Drip-N-Shine LLC

**Effective Date: August 1, 2025**

By booking or using services from **Drip-N-Shine LLC** (“we,” “us,” or “our”), the customer (“you,” “your,” or “client”) agrees to the following Terms & Conditions.

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## 1. Mobile Service Location Requirements

We are a **mobile car wash** and will arrive at the **location you specify** at the time of booking. You are responsible for ensuring the location **permits car washing** and provides the space and access needed for our vehicle.

### Access & Clearance Requirements

- Our mobile van requires a **minimum vertical clearance of 11 feet**.
- Locations must be free of **obstacles** such as low trees, signs, awnings, arches, gates, or parking structures that prevent access.
- We need enough space to **park directly in front of or behind your vehicle**.
- If we arrive and the site is **inaccessible, unsafe, or lacks sufficient clearance**, we reserve the right to **deny service**, and **cancellation fees will apply**.

### Location Approval & Denials

- If the location is in a **public or shared business area**, and service is denied or halted by **city or county officials, business owners, or managers**, **cancellation fees will apply**.
  - If the location is within an **HOA-regulated property** and service is denied, cancellation fees will still apply. *(Our silent setup is HOA-friendly.)*
  - **It is your responsibility to verify** that the service location is permitted, legal, and safe before your appointment.
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## 2. Authority, HOA, or Property Interruption

If we are asked to **leave the premises** by any **HOA, law enforcement, property manager, or other authority**, the service will be **considered fulfilled**, and **no refund or reschedule** will be issued.

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### 3. Temperature & Vehicle Safety Policy

- On **hot days (85°F / 29°C and above)**, vehicles should be **shaded or covered for at least 1.5 hours prior to service** to prevent cracking or shattering due to rapid temperature change.
- On **cold days (below 40°F / 4°C)**, similar precautions apply.
- We are **not liable** for damage related to extreme temperature conditions or pre-existing damage made worse by water or cleaning products, regardless if the above guidelines are followed.

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### 4. Vehicle & Site Condition

- Vehicles must be **safe and operable**, and the area must be clear of **debris, hazards, or unsafe conditions**.
- Excessive **mud, pet hair, or interior filth** may result in **additional charges** or require **rescheduling**.
- We reserve the right to **deny interior services** if the vehicle contains **hazardous or unsanitary materials**, such as (but not limited to):
  - Bodily fluids
  - Pesticides or toxic chemicals
  - Fiberglass or insulation particles
  - Mold, biohazards, or improperly stored waste

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### 5. Belongings, Weapons & Valuables

- Please **remove all personal items** before service, including electronics, documents, money, and valuables.
- **All firearms and weapons must be removed** from the vehicle before service begins.
- We are **not responsible** for any missing, damaged, or lost items.

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### 6. Key Drop-Off & Owner Absence Policy

- If you will not be present at the start or completion of service, you must make prior arrangements for **safe and timely key transfer**.

- We are **not liable** for issues related to unattended key exchanges.
  - We will wait a **reasonable amount of time** for keys to be returned to you, but extended wait times may result in **forfeiture of service** without refund.
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## 7. Payment Terms

- **Full payment is due at the time of service**, unless previously arranged in writing.
  - If payment is not made, future appointments may be denied until payment is received in full.
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## 8. Scheduling, Timing, Cancellations & Rescheduling

- Changes or cancellations must be made at least 24 hours in advance. If you cancel with less than 24 hours notice or are not present at the time of service, the full service amount will still be due.
  - Reschedules within 24 hours may be treated as cancellations unless otherwise approved.
  - We allow a **15-minute grace period** from our arrival time. This includes time for clients to exchange keys and have their vehicle prepared as outlined in our Preparation Sheet. If the service cannot begin within this time frame, we reserve the right to modify your package type or decline service entirely, in which case the full service fee will still apply.
  - Please note that our mobile service has a **30-minute arrival window**. For example, if your appointment is booked for 1:15 PM, our team may arrive anytime between 1:15 PM and 1:45 PM.
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## 9. Weather Delays

- We may reschedule if conditions are unsafe due to **storms, lightning, flooding, extreme heat, or freezing weather**.
  - In such cases, **no cancellation fees will apply**, and you will be notified promptly.
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## 10. Photos & Videos

- We may take **photos or videos** for internal records or promotional use (with identifying details removed).

- If you do not give Drip-N-Shine permission to take promotional photos or videos, we must be notified prior to service start time.
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## 11. Disputes

- Any **complaints or disputes** must be submitted **in writing within 24 hours** of service completion.
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## 12. Legal Notice (Texas Residents)

- These services are not covered by the “**3-day cancellation rule**” under Texas law.
  - These Terms are governed by the laws of the **State of Texas** and applicable **local ordinances** (Austin/Hill Country region).
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## 13. Customer Agreement

By booking or using our services, you confirm and agree that:

- You have read, understood, and accepted these Terms & Conditions.
  - You will ensure the location is accessible, HOA-friendly, and safe for service.
  - You accept all risks related to unattended vehicles and key drop-offs.
  - You accept our cancellation, denial, and safety policies.
  - You will remove all valuables, weapons, and hazardous materials from the vehicle before service begins.
  - You agree that **payment is due at the time of service**, and **cancellation fees may apply** under the stated conditions.
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**Drip-N-Shine**

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