

# Clover & Thistle RV Services

## Terms & Conditions & Service Agreement

By booking and pre-paying for any service with Clover & Thistle Outdoor & Seasonal Services (“we”, “us”, “our”), you (“the customer”, “client”) agree to the following Terms & Conditions.

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### 1. Services Provided

Clover & Thistle provides mobile RV services including, but not limited to:

- RV Winterizing & De-Winterizing
- Battery Removal, Installation & Seasonal Storage
- Exterior RV Washing (using eco-friendly cleaning products)

All services are performed to the best of our ability based on visible conditions at the time of service.

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### 2. Pre-Payment & Booking Policy

- All services must be **paid in full at the time of booking**
  - We require **a minimum of 3 days’ notice** for bookings
  - Short-notice bookings (under 3 days) may be accepted **based on availability** and may be subject to an additional service call or rush fee at our discretion
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### 3. Access & Site Requirements

The customer is responsible for ensuring:

- Safe, clear, and adequate access to the RV
- Sufficient space for us to perform services
- No obstructions, hazards, pets, or unsafe conditions

Clover & Thistle is **not responsible for delays, incomplete service, or inability to perform service due to access issues.**

Services may be performed at:

- RV storage facilities
  - Residential properties
  - Other agreed-upon locations
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### 4. Customer Responsibilities

- **Customers must ensure black and grey tanks are emptied prior to service**
- **Clover & Thistle does not perform tank dumping**
- **Clover & Thistle does not provide disposal of antifreeze, wastewater, or tank contents. Customers are solely responsible for the proper handling and disposal of these materials in accordance with all local, provincial, and federal regulations.**
- **Customers must ensure the RV and its systems are in safe working condition prior to service**

## 5. Pre-Existing Damage & Condition Disclosure

- Customers must disclose any **known damage, issues, or concerns** in the booking notes or prior to service
  - Clover & Thistle reserves the right to **document the condition of the RV with photos before and after service**
  - We are **not liable for pre-existing damage, undisclosed issues, or prior negligence**
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## 6. Limitation of Liability

Clover & Thistle is not responsible for:

- Hidden or pre-existing issues (including leaks, cracks, or line damage)
- Damage resulting from prior improper winterization or maintenance
- System failures that occur after service due to underlying conditions

All services are performed based on visible and accessible components only.

Clover & Thistle is **not liable for any damages or issues that arise after the completion of service**, including those resulting from normal use, environmental conditions, or previously existing wear and tear.

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## 7. Winterizing & De-Winterizing Disclaimer

- Winterizing services are intended to reduce risk but do not guarantee prevention of freeze damage
  - Extreme weather conditions and unforeseen factors may still result in damage
  - Clover & Thistle is not liable for freeze-related damage
  - De-winterizing services, including the use of regulated air pressure (typically up to 35 PSI), are performed with care; however, Clover & Thistle is not responsible for damage to **weakened, aged, or compromised components**, including but not limited to:
    - Water lines
    - Fittings and seals
    - Valves and connectors
  - Any failures that occur during or after service due to pre-existing wear, deterioration, or improper prior maintenance are not the responsibility of Clover & Thistle
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## 8. Battery Services

- Batteries must be **fully charged prior to installation** unless arranged otherwise
  - Clover & Thistle is not responsible for:
    - Battery lifespan
    - Performance issues
    - Battery failure after installation
  - Batteries stored by Clover & Thistle will be maintained and kept charged during the storage period
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## 9. Exterior Washing

- We use **eco-friendly, RV-safe cleaning products**
- Clover & Thistle is not responsible for:
  - Oxidation
  - Fading
  - Decal lifting
  - Pre-existing surface damage becoming visible after cleaning

## 10. Travel Area

- Services include travel within **30 minutes of Red Deer, Alberta**
  - Locations outside this area may be subject to additional fees
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## 11. Rescheduling, No-Show & Communication Policy

We understand that life happens and will always aim to work with our customers when possible.

However:

- Failure to provide access at the scheduled time
- No-shows or lack of communication
- Significant delays caused by the customer

May result in:

- Rescheduling based on our availability
- Or cancellation of the service without refund

All bookings are **non-refundable**.

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## 12. Cancellations & Refunds

- All services are **final sale and non-refundable**
- In certain circumstances, we may offer **rescheduling at our discretion**

Clover & Thistle reserves the right to update or implement additional cancellation or rescheduling policies as needed.

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## 13. Weather & Unforeseen Circumstances

- Services may be **rescheduled due to weather conditions** for safety and quality purposes
- Clover & Thistle reserves the right to reschedule as needed

We are not responsible for delays or cancellations caused by:

- Weather conditions
  - Acts of God
  - Unforeseen circumstances beyond our control
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## 14. Right to Refuse or Stop Service

Clover & Thistle reserves the right to:

- Refuse service if conditions are unsafe or unsuitable
  - Stop service if hazards arise during the appointment
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## 15. Agreement

By booking a service, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

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## 16. Service Completion & Acceptance

**Upon completion of service, the customer (or designated representative) is responsible for reviewing the work performed where possible.**

**If the customer is not present at the time of service, completion of the service and departure from the site will be considered full acceptance of the work performed.**

**Any concerns must be reported within 24 hours of service completion. Failure to do so will be considered acceptance of the service as completed.**