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Part 1: Booking, Payments & Cancellations

1.1 Booking Your Cleaning Appointment

To begin, all clients must submit a Request Form through our Client Hub. This helps us collect essential details, including property size, goals, and service type.

Clients may choose from the following options:

1. Initial Assessment – Full onsite walkthrough. \$100 fee (credited if service is booked within 7 days).
2. Re-Assessment – Onsite or remote check-in for returning clients. \$50–\$75 fee (credited if service is booked within 7 days).
3. Express Assessment – Remote evaluation for single-task projects. Free.
4. Quote Review – Skip the walkthrough. Submit details and photos for a direct quote.

Once reviewed, you'll receive:

- A personalized quote with transparent pricing
- A service recommendation tailored to your selection
- Optional next steps, including scheduling and pre-cleaning information

Quotes are typically delivered within 2–3 business days.

A \$100 deposit is required after quote approval to confirm your service. This deposit is separate from any assessment fee and will be applied toward your final balance.

A \$225 minimum applies to all booked visits.

1.2 Payments & Refund Policy

Accepted Payment Methods:

- Credit/Debit Card
- Apple Pay
- PayPal
- Venmo
- Check

- Cash

Payment is due within 12 hours of receiving your final invoice. Timely payment ensures service continuity and proper scheduling.

Refund Policy:

- No refunds are issued for completed services.
 - Concerns must be reported within 24 hours for follow-up.
 - alpaca-crew does not offer refunds for issues outside of our control (e.g., pre-existing damage, permanent stains, or material limitations).
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1.3 Cancellation & Rescheduling Policy

Clients must cancel or reschedule at least 24 hours in advance to avoid penalties. Deposits may be:

- Refunded (minus a \$15–\$20 administrative fee), or
 - Converted into a service credit valid for six (6) months.
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1.3.1 Cancellations Made at Least 24 Hours in Advance

- Deposit is refundable (minus the admin fee) or can be retained as a credit.
 - No additional penalties apply.
 - Commercial clients follow terms in their service agreement.
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1.3.2 Cancellations with Less Than 24 Hours' Notice

- A \$100 fee or 50% of the total service cost (whichever is greater) applies.
 - Deposit is forfeited.
 - Commercial clients may forfeit up to 50%, per agreement terms.
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1.3.3 Same-Day Cancellations (Within 12 Hours)

- Clients may be charged up to 75% of the service total.
- Full charges may apply for high-prep or large-scale jobs.
- Commercial clients may be billed up to 75%, depending on reserved labor.

1.3.4 No-Shows

If our team cannot access the property:

- A \$25 fee or 10% of the service total (whichever is greater) applies after 15 minutes.
- After 30 minutes, the appointment is marked as a no-show, and the full service amount is charged.
- Examples include incorrect access codes, locked gates, or no response.

1.3.5 Rescheduling

- Clients may reschedule up to four (4) times per year with 24+ hours' notice.
- Additional changes may result in deposit forfeiture.
- Commercial clients must follow contract-specific terms.

1.3.6 Special Circumstances Requiring Full Payment

Full charges may apply—even with notice—if cleaning cannot proceed due to:

- Inaccessible property (wrong code, locked gate, no response)
- Hazardous conditions (pests, mold, hoarding, structural concerns)
- Unrestrained pets or individuals refusing access
- Excessive clutter or misrepresented scope of work

In these cases, the appointment is canceled and the deposit forfeited. A new deposit is required to reschedule.

1.3.7 Weather-Related Cancellations

If service is delayed due to severe weather:

- alpaca-crew will offer rescheduling at no additional cost.
 - If rescheduling is not possible within a reasonable timeframe, a deposit refund or credit may be issued at alpaca-crew's discretion.
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1.4 Recurring Service Discounts

Clients who book regular cleanings (weekly, bi-weekly, or monthly) may receive discounts.

- Skipped or rescheduled services may result in price adjustments.
 - At least 24 hours' notice is required to keep discounts active.
 - If two consecutive visits are canceled or rescheduled, alpaca-crew may reassess the rate.
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1.5 Additional Fees & Pricing Adjustments

Additional fees may apply for:

- Travel beyond our standard service area
- Emergency/holiday bookings (less than 24 hours' notice)
- Excessive clutter or hazardous environments
- Specialty tasks (e.g., high ceilings, premium products)
- Undisclosed issues (e.g., pests, mold, structural risks)

Clients will be notified before service begins. If additional charges are declined, the appointment may be canceled and the deposit forfeited.

1.6 Service Fees & Commercial Pricing

Service fees are based on:

- Property size and current condition
- Scope of work requested
- Labor, equipment, and materials required

If onsite conditions differ significantly from what was booked, pricing may be revised.

alpaca-crew reserves the right to cancel service if agreement on revised terms cannot be reached.

Commercial pricing is based on:

- Property size and complexity
- Frequency of visits
- Access requirements or extended hours

Rates may be periodically reviewed. If access is blocked or the property is unserviceable, full payment may apply as outlined in Section 1.3.



Part 2: Service Guidelines & Expectations

2.1 Our Cleaning Crew

alpaca-crew cleaning professionals are trained, background-checked, and insured to deliver safe, high-quality service.

- Residential clients are typically assigned one to two cleaners.
- Commercial clients receive a crew based on project size and requirements.

While our team may conduct observational assessments during service, alpaca-crew does not diagnose or repair structural issues, safety hazards, or maintenance problems beyond the cleaning scope.

Clients must contact licensed professionals for formal evaluations or repairs.

2.2 Service Expectations

We strive to provide professional, consistent results. However, certain factors may limit outcomes:

- Pre-existing damage, stains, or deferred maintenance may affect results.
- Not all surfaces can be restored to original condition.
- Our team follows only the scope of work scheduled in advance.

Any additional requests must be submitted and approved before the appointment to ensure proper scheduling and pricing.

2.3 Preparing for Your Cleaning Appointment

To help us deliver efficient service, clients are expected to:

- Remove fragile or valuable items from cleaning areas.
- Share any special instructions ahead of time.
- Ensure access to water and electricity during the appointment.

Failure to prepare the space may lead to service delays, limited results, or additional fees.

2.4 Cleaning Arrival Time

Our team strives to arrive within the confirmed time window.

If delays occur, alpaca-crew will notify the client via phone or text.

Please allow a 30-minute grace window to account for traffic or route adjustments.

2.5 Unreachable Areas & Heavy Items

For safety and liability reasons, alpaca-crew cannot:

- Move furniture over 50 lbs
- Clean areas that are inaccessible or unsafe, such as:
 - Fixtures requiring ladders beyond two steps
 - Spaces behind immovable furniture or appliances

Clients should pre-clear any zones requiring access.

alpaca-crew is not responsible for incomplete service caused by blocked areas.

2.6 Service Limitations

alpaca-crew offers cleaning and light observational insights only. We do not provide:

- Pest control, mold remediation, hoarding cleanup, or water damage restoration
- Exterior services requiring ladders or pressure-washing tools
- Appliance disassembly or internal component cleaning

Clients must hire licensed specialists for services beyond alpaca-crew's cleaning scope.

alpaca-crew is not responsible for work performed by third-party vendors hired independently by the client.

2.7 Right to Refuse Service

alpaca-crew reserves the right to decline or discontinue service if the conditions are unsafe or unsuitable for cleaning. This includes:

- Presence of mold, pests, biohazards, or hazardous environments
- Hoarding, excessive clutter, or blocked access
- Situations posing a health or safety risk to our team

If service is refused onsite, a \$100 fee or 50% of the service total (whichever is greater) will apply.

2.8 Observations & Third-Party Liability

Our team may inform clients of visible concerns observed during cleaning. However:

- alpaca-crew does not inspect, diagnose, or guarantee repairs.
- Observations are shared as a courtesy, not professional advice.
- alpaca-crew is not liable for work performed by third-party contractors or specialists.

Clients are responsible for consulting licensed professionals when formal evaluations or repairs are needed.

2.9 Use of Customer Equipment

Clients may request that alpaca-crew use their personal vacuums or cleaning tools. However:

- alpaca-crew is not liable for damage to or caused by client-provided equipment.
 - Clients accept full responsibility for the safety and functionality of any equipment supplied.
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2.10 Cleaning Supplies

alpaca-crew provides all tools and products necessary for consistent, high-quality cleaning.

If a client prefers to use specific cleaning products:

- Products must be supplied in advance of the appointment.
- alpaca-crew is not responsible for any outcomes resulting from client-provided products, including discoloration, surface damage, or ineffective results.

Clients accept full responsibility for any outcomes related to their chosen products.

2.11 Breakage, Damage & Loss Policy

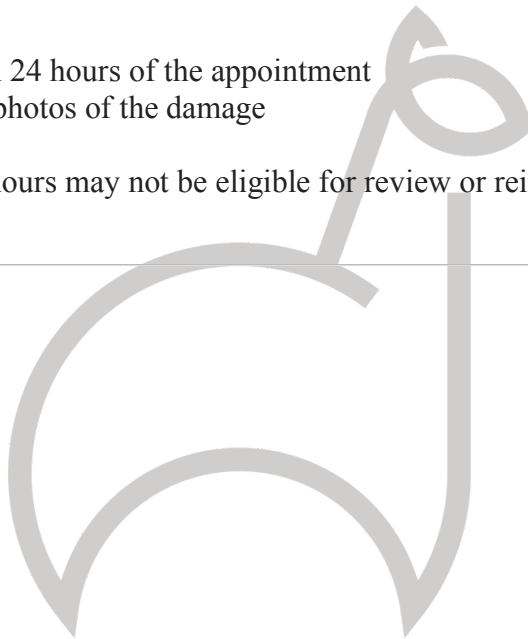
While we handle all items with care, accidents may occur.

- alpaca-crew is not responsible for pre-existing damage, unsecured valuables, or delicate items left in cleaning areas.
- Clients are advised to secure breakable or high-value items prior to service.

Damage claims must:

- Be submitted within 24 hours of the appointment
- Include supporting photos of the damage

Claims submitted after 24 hours may not be eligible for review or reimbursement.



Part 3: Access, Security & Property Policies

3.1 Lockouts & Entry Access

If our team cannot access the property within 15 minutes of arrival:

- A \$25 fee or 10% of the service total (whichever is greater) will apply.
- After 30 minutes, the appointment will be marked as a no-show, and the full service amount is charged, per Section 1.3.4.
- alpaca-crew will attempt to contact the client via phone or text before closing the appointment.

To avoid delays or cancellations, clients must provide accurate entry codes, keys, or access instructions in advance.

3.2 Keys & Security

Clients may choose one of the following secure access methods:

- Lockboxes – Our team retrieves and returns keys using a designated lockbox.
- Digital Access Codes – Clients may share a confidential access code for scheduled visits.

Liability Disclaimer:

alpaca-crew is not responsible for:

- Loss, theft, or unauthorized access if keys are left in unsecured locations
- Rescheduling delays due to unavailable or incorrect access tools
- Any resulting fees from lockouts or delayed service due to access failure

Clients are responsible for ensuring all entry methods are accurate and secure before each visit.

3.3 Alarm Systems

If the property has an alarm system:

- Clients must disable it prior to service or
- Provide access instructions and codes to disarm/re-arm it safely

alpaca-crew is not responsible for:

- False alarms caused by incorrect or missing instructions
- Alarm monitoring company fees or local authority penalties

Changes to alarm settings must be communicated before the appointment.

3.4 Pre-Existing Damage & High-Risk Items

alpaca-crew is not liable for damage to:

- Furniture, flooring, or fixtures already worn, cracked, unstable, or damaged
- Permanent stains or surface issues that cannot be corrected with standard cleaning
- Fragile, poorly installed, or unsecured items (e.g., artwork, electronics, chandeliers)

Clients are encouraged to disclose known risks prior to service.

alpaca-crew may decline cleaning in high-risk areas or on fragile items.

3.5 Health & Safety Disclosures

Clients must disclose any known health or safety risks on the property prior to service, including:

- Mold, asbestos, biohazards, or chemical hazards
- Pest infestations
- Unrestrained or aggressive pets

If a safety concern is discovered during service:

- alpaca-crew may terminate the appointment immediately
 - A cancellation fee may apply in accordance with Section 1.3.6
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3.6 Pet Safety & Restrictions

To ensure safety and avoid service disruptions:

- Residential Clients must secure pets in a separate room or area before the cleaning team arrives
- Commercial Clients should ensure pets are not present in active cleaning zones

If pets interfere with service or pose a safety risk:

- The team may discontinue service
- A cancellation or no-show fee will apply per Section 1.3

Clients are responsible for preventing pet-related hazards such as waste, unrestrained animals, or aggressive behavior.

3.7 Parking & Access Requirements

Clients must ensure safe, legal, and convenient access to the property, including:

- Parking availability close to the building or unit
- Entry permissions (gates, doors, elevators) communicated in advance

If parking is unavailable or access is delayed:

- Time lost may result in additional charges
- If the crew is unable to begin service, cancellation fees may apply as outlined in Section 1.3

Commercial Clients:

Loading docks, access credentials, or building clearance must be arranged before the appointment to prevent delays.

Part 4: Special Conditions & Add-On Services

4.1 Add-On Services & Extra Charges

Add-on services must be requested in advance and may incur additional fees based on time, labor, and materials. Examples include:

- Dishwasher cleaning
- Garage cleaning
- Carpet shampooing
- Oven and refrigerator cleaning
- Pet hair removal
- Interior window washing
- Deep cleaning of blinds, baseboards, and fixtures

Same-day add-ons are subject to crew availability and may include extended service fees.

alpaca-crew reserves the right to decline same-day requests if they cannot be completed within the scheduled window.

4.2 Holidays & Severe Weather

alpaca-crew does not operate on the following holidays:

- Independence Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

Holiday Service Requests:

Service may be available on holidays for an additional fee, subject to advance approval and crew availability.

Severe Weather:

If unsafe weather conditions occur (e.g., storms, flooding, wildfires):

- Appointments will be rescheduled at no cost to the client
- If the client insists on proceeding, delays or cancellations may still occur

- alpaca-crew is not liable for weather-related disruptions or incomplete service
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4.3 No Smoking Policy

To maintain a clean and healthy environment:

- Smoking is not permitted indoors during service
- Smoking must also be avoided near active cleaning zones
- Clients must ensure this policy is followed during scheduled appointments

If necessary, smoking should be limited to outdoor areas away from crew members.

4.4 Chemicals & Cleaning Products

alpaca-crew supplies all professional-grade cleaning products selected for safety and performance.

Product Requests & Restrictions:

- Eco-Friendly Options: Clients may request non-toxic or green-certified products. These will be used when suitable and available.
- Specialty Products: Commercial and high-traffic areas may require sanitation-grade agents.

Allergy Disclaimer:

Clients must notify alpaca-crew of any known allergies or sensitivities in advance.

alpaca-crew is not liable for adverse reactions due to undisclosed conditions or products specifically requested by the client.

Part 5: Business Policies & Compliance

5.1 Non-Solicitation of Workers

Clients may not solicit, hire, or engage alpaca-crew staff or subcontractors for private or competing services outside of alpaca-crew.

- This restriction remains in effect for 12 months after your last service
- Violations may result in legal action and a penalty equal to one year of wages for the staff member involved

This policy protects the integrity of our workforce and service standards.

5.2 Use of Technology for Scheduling & Communication

alpaca-crew uses automated platforms to manage:

- Appointment scheduling
- Service reminders and updates
- Confirmation emails and texts

Clients may receive communication via email, SMS, or phone.

To opt out of promotional content, contact alpaca-crew directly.

5.3 SMS Communication & Consent

alpaca-crew may send SMS messages to support appointment reminders, service updates, and property care reports.

- Consent: By submitting a form, you agree to receive text messages from alpaca-crew.
- Message Rates: Standard message and data rates may apply.
- Frequency: Message volume will vary based on service activity.
- Opt-Out: Text “STOP” to unsubscribe or “HELP” for assistance.
- Privacy: We do not share SMS opt-in data or consent with third parties for marketing purposes.

5.4 Feedback & Reviews

Client feedback is welcomed and used to improve services.

- Verified reviewers may qualify for occasional service discounts or incentives
- alpaca-crew appreciates honest reviews that reflect client experience and promote transparency

5.5 Disputes & Resolution Process

Concerns must be reported within 24 hours of service completion.

- alpaca-crew will attempt to resolve all issues promptly and professionally
- If resolution cannot be reached, either party may pursue mediation or legal action, as outlined in Section 5.11

5.6 Insurance & Bonding

alpaca-crew maintains full insurance coverage, including:

- General Liability Insurance – Covers accidental damage caused by crew
- Workers' Compensation Insurance – Covers injuries sustained by alpaca-crew staff

All claims must be submitted within 24 hours of service, along with photos or documentation.

5.7 Temporary Suspension of Services

alpaca-crew may temporarily pause service due to:

- Severe weather conditions
- Emergency crew shortages
- Operational disruptions

In such cases, clients will be contacted promptly and rescheduled at no extra cost.

5.8 Subcontractors & Third-Party Services

alpaca-crew may work with vetted subcontractors to fulfill specialized services, such as:

- Mobile car washing or detailing
- Carpet or upholstery shampooing
- Exterior window washing
- Surface restoration or deep sanitation

By booking, clients consent to the use of approved subcontractors when needed.

Quality Standards:

- All vendors are expected to meet alpaca-crew's professionalism, insurance, and safety protocols
- alpaca-crew is not liable for subcontractor performance, timelines, or outcomes

If clients hire independent contractors (not referred by alpaca-crew):

- alpaca-crew is not responsible for their coordination, work, or impact on the scheduled cleaning
- If outside work interferes with service, we may cancel or reschedule as needed

5.9 Confidentiality & Data Protection

alpaca-crew protects client data with strict confidentiality practices.

- Personal and contact information is never shared without consent
- Clients are advised to store sensitive documents securely before service

All digital records and AI reports follow our posted Privacy Policy.

5.10 Compliance with Laws & Industry Standards

alpaca-crew operates in full compliance with:

- Federal, state, and local regulations
- Fair labor and wage standards
- Environmental, health, and safety guidelines

We reserve the right to adjust services to remain compliant with evolving laws.

5.11 Force Majeure Clause

alpaca-crew is not liable for delays or cancellations caused by events beyond our control, such as:

- Natural disasters or extreme weather
- Government restrictions or emergency declarations
- Labor strikes, pandemics, or civil unrest

In such events, service will be rescheduled at no cost to the client.

5.12 Governing Law & Legal Jurisdiction

These Terms are governed by the laws of California or the state where service is performed.

- Legal disputes will be resolved in the jurisdiction where the service occurred
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5.13 Modifications & Consent to Terms

alpaca-crew may update these Terms of Service at any time.

- All changes will be posted on our website
 - Continued use of our services after updates constitutes acceptance of the new terms
 - Clients are responsible for reviewing the Terms periodically
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5.14 Language Priority

In the event of a conflicting translation, the English version of these Terms will be the official and binding version.

Part 6: Assessments & Re-Assessments

6.1 Overview & Client Agreement

alpaca-crew uses assessments to evaluate the cleaning, maintenance, and preservation needs of your property. These insights form the basis of a personalized care plan.

By submitting a request form or scheduling an assessment, clients agree to the following terms.

6.2 Initial Assessments

Purpose

Initial Assessments involve a full onsite walkthrough to:

- Evaluate current cleaning and maintenance needs
- Identify visible structural concerns (e.g., leaks, cracks, or wear)
- Create a tailored plan using AI-powered recommendations

Fee

- \$100 flat fee
- Credited toward your service if booked within 7 days
- If not booked within 7 days, the fee is forfeited and a new assessment may be required later

Scope

- Discounts apply only to services included in the assessment proposal
 - All other services are billed at standard rates
-

6.3 Re-Assessments

Purpose

Re-Assessments are follow-ups used to adjust your service plan after:

- Renovations or layout changes

- Seasonal needs
- New pets, tenants, or wear
- Recurring cleaning concerns

Fee

- \$50–\$75 depending on property complexity
- Credited toward your service if booked within 7 days

Scope

- New pricing and recommendations are valid only for the specified duration
- Discounts apply only to the updated service list

6.4 Express Assessments

Purpose

Express Assessments are remote evaluations for smaller or single-task projects (e.g., appliance cleaning, carpet spot treatment, or interior windows).

Fee & Scope

- Free for most projects
- Do not include full service plans or bundled discounts
- If rescheduled more than once, a full Initial Assessment may be required

6.5 Quote Reviews (No Assessment)

Purpose

If you already know what service you need, this option allows you to skip an assessment and receive a quote directly—based on your submitted Request Form and photos.

Fee & Scope

- No fee
- Scope must be clearly defined and limited
- If your service needs exceed the submission, alpaca-crew may request an assessment before proceeding

Limitations

- Does not include discounts or bundled planning
 - If on-site conditions differ significantly, alpaca-crew may adjust or cancel the service
-

6.6 Observations During Cleaning Visits

During regular service visits, our team may observe:

- Recurring buildup or odors
- High-traffic damage
- Signs of mold, ventilation issues, or surface wear

These are not formal assessments, but they help maintain your property's long-term condition.

Clients may be encouraged to schedule a Re-Assessment if recurring issues are found.

6.7 Scope & Validity of Customized Plans

- Discounts apply only to the specific services and timeframe in your plan
 - Services outside that scope are billed separately
 - If your property undergoes significant change, a new assessment may be required
-

6.8 Cancellations & Rescheduling (Assessments Only)

Cancellations

- Less than 24 hours' notice: \$25 cancellation fee
- 24+ hours' notice: No penalty

Rescheduling

- Clients may reschedule once, with at least 12 hours' notice, at no cost
 - Additional reschedules may require a new assessment or incur a fee
-

6.9 Documentation & Communication

Clients will receive:

- A written report with AI-powered insights
- A pricing breakdown and scope of work
- Any available discounts or time-sensitive offers

Our team is available to explain the report and answer questions before service is booked.

6.10 Plan Declines & Flexibility

- Clients may decline the proposed plan at any time
- The assessment fee is non-refundable
- Services booked without a plan are billed at standard rates

If needs change, clients may request a new assessment or an Express Assessment, subject to alpaca-crew's discretion.

6.11 Loyalty Program & Assessment Fees

Currently, no loyalty discounts or benefits apply to Initial Assessments or Re-Assessments.

All clients are subject to the same pricing and terms regardless of service history.

Part 7: AI-Powered Assessments, Predictive Maintenance & Liability Limitations

7.1 Purpose & Scope of AI Use

alpaca-crew integrates proprietary AI tools to:

- Enhance cleaning strategies through data-driven insights
- Track changes in property conditions over time
- Recommend preventative maintenance before issues escalate

AI insights are designed to support client decision-making but do not replace licensed inspections or certified evaluations.

7.2 Observational Nature of AI-Powered Assessments

AI analysis is based only on:

- Observable conditions during walkthroughs and cleanings
- Photos and notes recorded by assessors and cleaning staff

Limitations:

AI-powered assessments do not constitute:

- Professional structural inspections
- Legal compliance reports (e.g., for insurance or resale)
- Certifications of property safety or habitability

Clients are responsible for obtaining licensed evaluations when needed.

7.3 Limitations of AI-Generated Reports

AI-generated reports are informational only. They:

- Reflect observations at the time of service
- May not detect hidden, latent, or environmental issues
- May be limited by access restrictions or incomplete visual data

alpaca-crew is not responsible for inaccuracies caused by changing property conditions after assessments.

7.4 No Guarantee of Accuracy

While alpaca-crew's AI systems are designed for proactive accuracy, we cannot guarantee reports will always be:

- Error-free
- Fully complete
- Unaffected by environmental changes or access limitations

Clients use AI reports at their discretion and risk.

7.5 Client Responsibility for Property Decisions

Clients remain fully responsible for:

- Verifying AI-generated observations
- Making independent maintenance, repair, and investment decisions
- Seeking professional evaluations before approving repairs or structural changes

alpaca-crew does not perform repairs, remediation, or hazard mitigation.

7.6 Liability Disclaimer

alpaca-crew is not liable for:

- Errors, omissions, or misinterpretations in AI reports
- Hidden structural issues not visible during walkthroughs
- Financial loss or property damage resulting from reliance on AI insights
- Delays in acting on AI suggestions
- Software interruptions, outages, or incomplete AI data

Clients understand that AI assessments are informational tools, not binding evaluations.

7.7 Recommendations & Referrals to Third Parties

When AI-generated observations flag concerns, alpaca-crew may suggest contacting trusted specialists. However:

- alpaca-crew does not supervise or guarantee the work of any referred third party
 - Clients are responsible for selecting, hiring, and managing external contractors
 - alpaca-crew is not liable for outcomes, costs, or disputes related to third-party work
-

7.8 AI-Driven Service Plan Adjustments

Over time, AI tools may recommend changes to:

- Cleaning frequency
- Service scope
- Maintenance focus areas

However:

- No changes are made without client approval
 - Signed agreements and client instructions always take precedence over AI suggestions
-

7.9 Privacy & Data Use in AI Assessments

AI-generated insights use non-sensitive property data, such as:

- Surface observations
- Service history
- Maintenance patterns

alpaca-crew does not collect sensitive personal information through its AI tools.

All client data is managed under our Privacy Policy and is never sold to third parties.

7.10 Evolution of AI Technology

As technology improves, alpaca-crew may:

- Refine algorithms and data models
- Update reporting structures

- Enhance predictive maintenance recommendations

Clients will be notified of major updates when applicable. Continued service use after updates implies acceptance of new formats.

7.11 System Outages & Limitations

Clients understand that AI systems may occasionally experience:

- Temporary outages
- Delays in analysis
- Reduced performance during maintenance periods

alpaca-crew does not guarantee uninterrupted access to AI-powered features at all times.

7.12 Client Acknowledgment & Waiver

By using alpaca-crew's services, clients expressly:

- Acknowledge the advisory nature of AI insights
 - Waive claims related to reliance on AI-generated observations
 - Agree that alpaca-crew is not liable for any direct, indirect, incidental, or consequential damages related to AI-powered assessments
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7.13 AI-Powered Reports & Observations

As part of our service model, alpaca-crew generates AI-powered reports following assessments and cleaning visits. These reports are based on structured inputs, visual data, and surface-level observations submitted by our team. While powered by proprietary AI logic, all reports are designed to assist with property care—not replace professional inspections or diagnostics.

The insights provided may include:

- Tier classifications reflecting property condition
- Surface-level structural observations
- Recommended services, add-ons, and frequency guidance
- Referral suggestions for potential third-party services

Limitations:

These reports are not formal property inspections, appraisals, or engineering evaluations.

Observations are non-invasive and limited to what is visible at the time of service. alpaca-crew is not liable for issues not detected through surface-level review or for delays in client action based on recommendations.

All AI-generated content remains the intellectual property of alpaca-crew and may not be copied, replicated, or redistributed without written consent.



Part 8: Rewards Program Terms

8.1 Overview

alpaca-crew offers a Frequency Discount Program to reward residential and commercial clients who book consistent, recurring services.

This section outlines program eligibility, terms, limitations, and client responsibilities.

8.2 Program Eligibility

- Open to all residential and commercial clients who commit to regular cleaning schedules
 - Enrollment is automatic when a qualifying frequency is selected
 - Discounts are non-transferable between clients or accounts
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8.3 Discount Structure

Residential Clients:

- Weekly (4+ per month): 5% discount per cleaning
- Bi-weekly (2 per month): 3% discount per cleaning
- Monthly (1 per month): 1.5% discount per cleaning

Commercial Clients:

- Daily (5+ per week): 7% discount per cleaning
 - Three times per week: 5% discount per cleaning
 - Two times per week: 3% discount per cleaning
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8.4 Maintaining Active Status

- Discounts remain active only while the selected cleaning frequency is maintained
 - If a cleaning is skipped or rescheduled without proper notice, the discount may be suspended
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8.5 Requalification After Skipped Services

If service frequency is interrupted:

- Clients must complete three consecutive cleanings at the selected frequency to regain the discount
 - Example: If a weekly client skips a cleaning, they must complete the next three weekly visits to requalify
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8.6 Grace Periods for Temporary Changes

Residential Clients:

- Up to 4 weeks of temporary adjustment allowed without losing the discount

Commercial Clients:

- Up to 2 weeks of adjustment allowed

If service does not resume within the grace period, the discount resets.

8.7 Rescheduling Rules for Discounts

- One reschedule per quarter is allowed without losing the discount (if completed within 7 days of the original date)
 - Additional reschedules may affect discount eligibility
 - Missed cleanings without rescheduling automatically forfeit the discount
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8.8 Emergency Rescheduling Allowance

Each client is allowed one emergency reschedule per year (e.g., illness, travel, or family emergencies).

- To maintain the discount, the rescheduled service must occur within 14 days of the original date
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8.9 Maximum Discount Limits

- Total service discounts are capped at 10% per cleaning
- Discounts cannot be stacked or combined with other monetary promotions unless explicitly stated

Non-monetary perks (such as complimentary service upgrades) may still be offered separately.

8.10 Price Adjustments & Program Changes

- alpaca-crew may adjust service pricing or discount levels to maintain program sustainability
 - Clients will be notified in advance of any material changes
-

8.11 Account Management & Customer Support

Clients may:

- Manage bookings, reschedules, and service history through the Client Hub
 - Contact alpaca-crew's support team for questions about accounts, discounts, or eligibility
-

8.12 Fraud Prevention

alpaca-crew reserves the right to revoke discounts if misuse is detected, including:

- Manipulating bookings to trigger rewards without completing service
- Sharing discount codes or rewards improperly
- Stacking unauthorized promotions

Violations may result in removal from the Frequency Discount Program.

8.13 Program Termination or Modification

alpaca-crew may modify or terminate the Frequency Discount Program at any time.

- If the program is terminated, active discounts will remain valid until the client's current service plan ends
- Clients will be notified of major program changes in advance

8.14 Acceptance of Terms

By participating in alpaca-crew's Frequency Discount Program, clients acknowledge and accept these Terms of Service.

