



MAUI ON DEMAND, LLC

MASTER SERVICE AGREEMENT

Last Updated: February 2026

This Service Agreement ("Agreement") is entered into between **Maui On Demand, LLC**, a Hawaii limited liability company ("Maui On Demand," "Company," "we," "our," or "us"), and the client ("Client," "you," or "your").

By booking, requesting, or receiving services from Maui On Demand, Client agrees to be bound by the terms of this Agreement.

1. Scope of Services

Maui On Demand provides on-demand, mobile, and concierge-style services, including but not limited to:

Automotive Services

- Mobile car detailing (interior and exterior)
- Hand washing, waxing, and surface cleaning
- Sand, salt, pet hair, and debris removal

Exterior Cleaning Services

- Pressure washing of driveways, walkways, lanais, patios
- Exterior surface cleaning (stone, concrete, walls)
- Roof and gutter cleaning (non-construction)



Property & Homeowner Services

- Property check-ins and inspections
- Arrival and departure preparation
- Home logistics and oversight
- Vacation rental preparation and turnovers (non-leasing)

Concierge & Lifestyle Services

- Concierge and errand services
- Lifestyle and convenience support
- Custom service requests

Vendor Coordination Services

- Scheduling and coordinating third-party vendors
- Granting authorized property access
- Acting as a logistics point of contact

Additional Services

- Custom, on-demand, or seasonal services as requested by Client

All services are provided on an **as-requested, as-available basis**.



2. Non-Licensed Services Disclaimer

Unless explicitly stated in writing, Maui On Demand does **not** provide licensed professional services, including but not limited to:

- Property management or leasing
- Real estate brokerage
- Construction or contracting
- Electrical, plumbing, HVAC, or structural work
- Legal, financial, medical, or security services

Licensed services, if required, are performed by **independent third-party providers**.

3. Booking, Authorization & Access

Client authorizes Maui On Demand to perform requested services and, where applicable, access the property using keys, lockboxes, access codes, or digital credentials provided by Client.

Authorization may be provided verbally, electronically, via booking platforms, email, text message, or written agreement.

4. Payment & Fees

- Pricing is provided at booking, quotation, or invoicing
- Payment is due per agreed terms
- Deposits or prepayment may be required
- Additional services outside the original scope may incur additional charges



- Late or failed payments may result in service suspension

5. Cancellations & Rescheduling

- Cancellation and rescheduling policies may vary by service
- Same-day or late cancellations may be subject to fees
- Weather, safety, or access issues may require rescheduling without penalty

6. Vendor Coordination & Third-Party Services

Maui On Demand may coordinate third-party vendors at Client's request. All vendors operate independently.

Maui On Demand:

- Does not supervise or control vendor work
- Does not guarantee vendor performance
- Is not responsible for acts, omissions, pricing, or outcomes of third parties

All vendor agreements and disputes are solely between Client and the vendor.

7. Property Access, Keys & Digital Entry

Client acknowledges and accepts the risks associated with providing property access, including physical keys, lockboxes, access codes, or smart-lock credentials.

Maui On Demand is not responsible for loss, theft, damage, or unauthorized access except in cases of gross negligence or willful misconduct.

Maui On Demand does not install, monitor, or maintain smart-lock or security systems.



8. Client Responsibilities

Client agrees to:

- Provide accurate and complete information
- Secure valuables and personal property
- Maintain appropriate insurance coverage
- Approve services, vendors, and access instructions
- Communicate special requirements in advance

9. No Guarantees

Maui On Demand does not guarantee specific results, timelines, or outcomes. Services are performed using commercially reasonable care.

10. Limitation of Liability

To the fullest extent permitted by law, Maui On Demand shall not be liable for:

- Indirect, incidental, or consequential damages
- Loss of use, income, or profits
- Acts of third-party vendors
- Acts of nature or events beyond reasonable control

11. Indemnification

Client agrees to indemnify and hold harmless Maui On Demand, its owners, employees, and contractors from any claims, damages, losses, or expenses arising from:



- Client instructions or approvals
- Property access authorization
- Vendor coordination
- Use of services

12. Insurance

Client is responsible for maintaining appropriate homeowners, renters, vehicle, or liability insurance coverage. Maui On Demand does not provide insurance coverage for Client property or belongings.

13. Intellectual Property

All branding, logos, content, text, and media remain the property of Maui On Demand, LLC and may not be used without written consent.

14. Privacy & Communications

Client communications and data usage are governed by Maui On Demand's Privacy Policy and SMS/Text Messaging Consent Policy, incorporated herein by reference.

15. Termination of Services

Maui On Demand reserves the right to refuse or terminate services at any time for safety, compliance, non-payment, or misuse concerns.

16. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Hawaii.



17. Severability

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

18. Entire Agreement

This Agreement constitutes the entire agreement between the parties regarding services provided and supersedes all prior discussions or agreements.

19. Acceptance

By booking or receiving services from Maui On Demand, Client acknowledges that they have read, understood, and agreed to this Service Agreement.

Maui On Demand, LLC

West Maui, Hawaii

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