Elk Valley Services Hub Terms of Service

Last Updated: September 30, 2026

Welcome to **Elk Valley Services Hub** (referred to as the "Platform," "we," "us," or "our"), operated by Ravenshadow Creations.

By accessing or using our Platform, submitting a service request, or registering/listing a business, you ("User," "Guest," or "Business") agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, please do not use the Platform.

1. Platform Overview & Scope

1. **Service Marketplace Facilitator:** Our Platform serves as a directory and lead-routing portal designed to connect individuals seeking services ("Guests") with independent third-party businesses and service providers ("Businesses") operating in the Elk Valley region (including Sparwood, Fernie, Elkford, and surrounding areas).
1. **No Direct Service Provision:** Ravenshadow Creations and the Platform do not provide, perform, endorse, or guarantee any of the underlying physical, professional, or trade services requested through or listed on the Platform.

2. Guest Terms (Service Seekers)

1. **Submission of Requests:** When submitting a service request form, Guests agree to provide accurate, current, and complete contact and project information.
1. **Independent Relationships:** Submitting a request form does not create an agreement or contract between the Guest and Ravenshadow Creations for the performance of any service. Any agreement, quote, scope of work, contract, or transaction formed as a result of a request is strictly between the Guest and the responding Business.
1. **No Endorsement or Guarantee:** We do not verify, guarantee, or warrant the quality, safety, legality, timing, licensing, insurance, or suitability of any Business listed on or connected through our Platform. Guests are solely responsible for exercising due diligence, verifying credentials/licenses, and evaluating quotes or contracts before hiring any Business.
1. **Limitation of Liability for Guest Transactions:** We are not liable for any claims, damages, losses, injuries, disputes, or subpar performance arising from or related to work performed by a Business hired through our Platform.

3. Business Terms (Service Providers)

1. **Accuracy of Information:** Businesses listed in our database or responding to guest requests agree to maintain accurate, truthful, and up-to-date business profile details, service descriptions, contact information, and service area boundaries.
1. **Licensing and Legal Compliance:** Listed Businesses represent and warrant that they possess all required local, municipal, provincial, and federal licenses, permits, certifications, and insurance coverage required to legally operate and perform the services they advertise.
1. **Lead Processing & Customer Interactions:** Businesses are solely responsible for their interactions with Guests, including providing accurate quotes, fulfilling services professionally, and handling billing or payments directly with the Guest.
1. **Listing Management & Removal:** We reserve the right, at our sole discretion and without prior notice, to suspend, modify, or permanently remove any Business listing from our database for any reason, including but not limited to inaccurate data, customer complaints, fraudulent activity, or violation of these Terms.

4. User Conduct & Acceptable Use

All Users (Guests and Businesses) agree not to:

- Use the Platform for any unlawful, fraudulent, or malicious purpose.
- Submit false, misleading, abusive, defamatory, or deceptive requests, reviews, or business information.
- Attempt to gain unauthorized access to our servers, databases, or workflow systems, or interfere with the proper functioning of the Platform.
- Use automated scrapers, bots, or data-extraction tools on our business directories or request forms without prior written permission.

5. Intellectual Property

All platform designs, graphics, branding, text, code, logos, and operational structures associated with Elk Valley Services Hub and Ravenshadow Creations are the exclusive property of Ravenshadow Creations or its licensors. Users may not copy, reproduce, re-sell, clone, or exploit any portion of the Platform without express written consent.

6. Disclaimers & Limitation of Liability

1. **"As-Is" Provision:** The Platform is provided on an "as-is" and "as-available" basis without warranties of any kind, either express or implied, including warranties of merchantability, fitness for a particular purpose, or non-infringement.
1. **Service Availability:** We do not guarantee uninterrupted, secure, or error-free operation of our Platform, automated form routing, or email notifications.
1. **Limitation of Damages:** To the maximum extent permitted by applicable law in British Columbia, Ravenshadow Creations, its owner(s), operators, and affiliates shall not be liable for any indirect, incidental, special, consequential, or punitive damages—including loss of profits, data, goodwill, or property damage—arising out of or in connection with your use of the Platform or services rendered by third-party Businesses.

7. Indemnification

You agree to defend, indemnify, and hold harmless Ravenshadow Creations, its operators, officers, and affiliates from and against any claims, liabilities, damages, judgments, awards, losses, costs, or fees (including reasonable legal fees) arising out of or relating to your violation of these Terms, your use of the Platform, or any services agreed upon between a Guest and a Business.

8. Governing Law & Jurisdiction

These Terms are governed by and construed in accordance with the laws of the **Province of British Columbia** and the applicable federal laws of Canada, without regard to conflict of law principles. Any legal action or proceeding arising under these Terms shall be brought exclusively in the courts located in British Columbia, Canada.

9. Modifications to Terms

We reserve the right to update or modify these Terms at any time. Changes take effect immediately upon posting to the Platform. Your continued use of the Platform following the posting of updated Terms constitutes your acceptance of those changes.

10. Contact Information

If you have any questions or concerns regarding these Terms of Service, please contact us at:

Ravenshadow Creations

Attn: David

Email: david@ravenshadowcreations.ca