

Castle Schedule User Agreement

Effective date: July 18, 2026

1. Agreement to These Terms

This User Agreement applies to every Castle Schedule account and every subscription tier, including free, trial, paid, discounted, promotional, and lifetime accounts. By creating an account, clicking sign up, logging in, using Castle Schedule, or allowing someone to use Castle Schedule on your behalf, you agree to this User Agreement, the Privacy Policy, and any other policies Castle makes available.

2. Castle Schedule Service

Castle Schedule provides appointment booking, owner dashboard tools, customer management, reminders, invoices, reporting, and related business features. Features may vary by tier. Castle may add, remove, update, limit, or improve features over time as the product changes.

3. Account Responsibility

You are responsible for the accuracy of your account information, business settings, services, prices, hours, employees, locations, customer records, and booking rules. You are responsible for keeping your login information secure and for all activity that occurs through your account.

4. Customer Information

You are responsible for the customer information you collect, enter, store, export, or use through Castle Schedule. This may include names, emails, phone numbers, addresses, appointment history, vehicle information, notes, invoice records, and other service details. You agree to collect and use customer information only for lawful business purposes and in a way that respects customer privacy.

5. Payments, Invoices, and Stripe

Castle may allow owners to connect their own Stripe account, send invoices, and accept payments. Stripe, not Castle, processes payment details such as card information. You are responsible for your own Stripe account, taxes, refunds, chargebacks, disputes, invoice accuracy, service prices, and customer payment issues. Castle may charge subscription fees, platform fees, or other fees depending on your tier and pricing terms.

6. Subscription Tiers, Fees, and Billing

Castle's tiers, prices, features, and fees may change over time. Paid subscriptions may renew unless canceled according to the cancellation process made available in Castle or through the payment provider. If you downgrade or cancel, access to certain features may change at the end of the billing period or as otherwise stated in the app. Free tiers may still include platform fees or feature limits.

7. Appointment Rules and Owner Decisions

Castle helps owners manage scheduling, but the owner remains responsible for business decisions, including approvals, cancellations, no-shows, refunds, late cancellation policies, customer communication, and whether to provide a service. Castle does not control the relationship between an owner and their customers.

8. Texts, Emails, and Customer Communications

Castle may send service-related emails or text messages through providers such as Resend and Twilio. You are responsible for making sure you have any consent required to send reminders, booking updates, invoice links, or other customer communications. You agree not to use Castle to send spam, misleading messages, harassment, or unlawful communications.

9. Accessibility and Custom Colors

Castle provides default colors and interface choices intended to support readability and accessibility. If you customize colors, branding, text, images, or public-facing content, you are responsible for making sure your choices are accessible and lawful. Custom colors should follow WCAG contrast guidance, including at least 4.5:1 contrast for normal text and at least 3:1 for large text when applicable.

10. Acceptable Use

You agree not to misuse Castle Schedule. This includes attempting to break security, access another user's data, upload harmful code, interfere with the service, impersonate someone else, use Castle for illegal activity, violate privacy rights, or use Castle in a way that could harm Castle, other owners, customers, or service providers.

11. Data Exports and Backups

Castle may provide tools to export customer, appointment, invoice, or account data. You are responsible for protecting exported files and storing them securely. Castle may maintain backups for operational, security, or recovery purposes, but Castle is not a substitute for your own business recordkeeping.

12. Availability and Changes

Castle will try to provide a reliable service, but no online service is perfect. The app may be unavailable at times because of maintenance, updates, third-party outages, hosting issues, internet problems, or events outside Castle's control. Castle may update the app, change features, or modify how the service works.

13. No Professional Advice

Castle Schedule is a software tool. It does not provide legal, tax, accounting, insurance, medical, automotive, financial, or other professional advice. You are responsible for getting professional advice where your business needs it.

14. Limitation of Liability

To the fullest extent allowed by law, Castle is not responsible for indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, lost revenue, lost data, business interruption, missed appointments, customer disputes, payment disputes, or loss of goodwill. Some states do not allow certain limits, so some limits may not apply to you.

15. Suspension or Termination

Castle may suspend or terminate access if an account violates this User Agreement, creates risk, fails to pay required fees, misuses the service, or creates legal, security, operational, or reputational concerns. You may stop using Castle at any time, subject to any active billing terms or cancellation requirements.

16. Changes to This Agreement

Castle may update this User Agreement from time to time. If changes are significant, Castle will make reasonable efforts to notify owners or make the updated agreement available. Continued use of Castle after changes means you accept the updated agreement.

17. Contact

Questions about this User Agreement can be sent to rkingscastlesystems@gmail.com.