

## **\*\*PLEASE READ\*\***

# **Snow Removal Service Policy**

Thank you for considering our snow removal service. To ensure a clear and smooth working relationship, we ask all customers to carefully review our policy before accepting an estimate. By accepting this estimate, you agree to the following terms and conditions:

## **Season Duration**

- Service runs from November 15th to April 15th.
- **Service will automatically renew for the upcoming season for customers with a card on file, unless cancelled before November 1st.**

## **Service Description**

- Plowing your driveway and pushing snow to the sides as space allows.
- Clearing your walkway up to 4 feet wide from the entrance.
- Salting or de-icing services are not included.

## **Service Triggers**

- Service begins at the end of the snowfall when 5 cm or more of snow has accumulated.
- Service is completed within 12 hours after snowfall ends.
- If less than 5 cm of snow accumulates, no service will be provided, and any required clearing will be the responsibility of the homeowner.
- Build-up resulting from sidewalk plows after service is completed, drifting snow, or freezing rain that requires clearing will be the responsibility of the homeowner.
- Snow drifting due to high winds and accumulating on your walkway or driveway does not count towards total accumulation, as accumulation is only measured from an actual snowfall event.
- A snowfall event may include a transition from snow to rain. If snow changes to rain within a 6-hour window, it is still considered the same snowfall event.
- If rain melts or washes away the snow and the remaining accumulation is less than 5 cm, no service will be provided, and any required clearing will be the responsibility of the homeowner.
- In the event of back-to-back snowfalls, we may provide up to two services within a 24-hour period, depending on when the snowfall ends.
- Each snowfall is treated as a new event if there is a 8-hour break between snowfalls.

- If snowfall stops for 8 consecutive hours, the previous snow event is considered finished. Any snow that falls after that point is treated as a new snow event, and measurement starts again from 0 cm.
- We will perform snow removal services as often as needed during the season, whenever the service triggers are met.
- Our snow removal services are provided on a seasonal basis only. One-time service requests are not available.
- Snow accumulation and weather data used for scheduling services are sourced from Environment Canada and local weather networks.
- Routes are planned for efficiency and density; times may vary by property.

## **Vehicle Policy**

- Vehicles must be removed prior to our arrival, not while we are there.
- If cars block the driveway, we will plow around them.
- No return visits will be made for missed areas unless requested and approved at \$40 + HST per return visit.
- If prepayment was made without a card on file, a valid card must be added before return visits will be dispatched.

## **City Plow Ridges**

- If the city leaves a ridge at the bottom of your driveway before we service your property, we will clear it at no extra cost.
- If a ridge appears after service, a return visit may be requested at \$40 + HST, subject to crew availability.

## **Property Conditions**

- If garbage bins, decorations, or other obstacles block access, we will clear only the accessible areas.

## **Salting & De-Icing Policy**

- We do not provide or apply any salting or de-icing services or materials under any circumstances. This includes salt, ice melt, sand, or any similar materials.
- For liability and safety reasons, we will not apply salting or de-icing products even if supplied by the homeowner. All ice management and de-icing responsibilities remain the responsibility of the homeowner.

## **Liability**

- Snowblowers and truck-mounted plows may cause minor driveway, curb, or lawn damage. We are not responsible for this type of damage.
- We are not responsible for damage resulting from pre-existing property conditions, hidden or unmarked items, or areas not clearly visible at the time of service.

- We are not responsible for slip-and-fall injuries or accidents on your property due to snow or ice.

## **Payments**

- Snow removal service must be fully prepaid before the season begins.
- All customers must keep a credit/debit card on file.
- If a card on file is provided, the full prepayment will be processed automatically.
- If you choose not to keep a card on file, prepayment can be made by e-transfer.
- Service will not be scheduled unless a full prepayment has been received.
- Return visits (\$40 + HST) must be paid by credit/debit card on file before dispatch, even if you prepaid with another method for the season.
- Snow removal rates remain the same throughout the season and are not prorated.

## **Cancellation / Refund Policy**

- Once the full prepayment has been made, no refunds will be issued unless cancelled before September 1st.
- Scheduling, staffing, and equipment are arranged in advance based on confirmed customers; therefore, cancellations after September 1st cannot be refunded.
- By submitting your prepayment, you acknowledge and agree to this refund policy.

## **Agreement**

By approving or proceeding with our snow removal service, you acknowledge that you have read, understood, and agree to follow the above policies. Acceptance of this policy at the time of initial enrollment will remain in effect for all subsequent seasons of service. These policies are in place to ensure consistent, reliable, and professional service for every customer.