GroundScapers
OUTDOOR SERVICES

General Service Policy

Thank you for considering our services. We provide weekly lawn mowing and garden bed maintenance services, as well as seasonal cleanups, shrub trimming, and other landscape maintenance services. Seasonal cleanups, shrub trimming, and other landscaping services are only available to customers enrolled in our weekly lawn mowing or garden bed maintenance services. While portions of this policy are primarily intended for recurring weekly maintenance services, these policies and service terms also apply to seasonal or scheduled services where applicable.

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:

Lawn Mowing Season Duration

- Our weekly lawn mowing season runs from the first week of May until the last week of October. The first week of May is defined as the week that includes May 1, and the last week of October is defined as the week that includes October 31.
- **Service will automatically renew for the upcoming season for customers with a card on file, unless cancelled before April 1st.**

Lawn Mowing Service Description

- Service is provided on a weekly basis during the season. If you sign up after the season has started, service will begin upon signup and continue for the remainder of the season.
- **Skipping services is not permitted.** This ensures consistency for your lawn's health and helps maintain our scheduling. If a customer requests to skip a week, the service will still be charged as if it were completed.
- We use mulching mowers to mulch the grass, as mulched clippings return nutrients to your lawn and promote a healthier lawn.
- We do not bag grass clippings as part of our standard service. However, if the grass is bagged for any reason, it will be left at the owner's disposal for curbside recycling.
- Each weekly service includes:
    - Mowing of all lawn areas around the property
    - Trimming of the edges
    - Blowing grass clippings off hard surfaces
- We do not remove or trim weeds growing in interlocking, paved, or other hard surfaces.

Garden Bed Maintenance Season Duration

- Our weekly garden bed maintenance season runs from the first week of May until the last week of October. The first week of May is defined as the week that includes May 1, and the last week of October is defined as the week that includes October 31.
- **Service will automatically renew for the upcoming season for customers with a card on file, unless cancelled before April 1st.**

Garden Bed Maintenance Service Description

- Service is provided on a weekly basis during the season. If you sign up after the season has started, service will begin upon signup and continue for the remainder of the season.
- **Skipping services is not permitted.** This helps maintain the appearance and condition of the garden beds and helps maintain our scheduling. If a customer requests to skip a week, the service will still be charged as if it were completed.
- Each weekly service may include, depending on the services selected by the customer:
    - Pulling weeds by hand in all or selected garden beds around the property
    - Turning the soil in all or selected garden beds around the property
    - Raking and bagging leaves and debris around the property
- We do not remove or trim weeds growing in interlocking, paved, or other hard surfaces.

Weather Policy

- In case of inclement weather, your property will be rescheduled for the next available service date.
- Weather delays may shift the schedule, so your service may not occur immediately the following day.

Property Access Requirements

To ensure timely service and prevent damage, customers must:

- Unlock backyard gates prior to the scheduled service if the backyard is included in the service.
- Ensure the lawn is free of toys, furniture, hoses, pet items, and other obstacles before our arrival.
- Collect all pet waste from the lawn before the scheduled service.
- Ensure that pets are kept inside and away from the backyard during service if the backyard is included in the service.
- If you have sprinkler heads hidden under the grass, please place a visible marker (such as a flag) to help us avoid damage.

If these conditions are not met, the service may be limited or adjusted, but full charges will still apply.

Leaf Season Policy

- During the fall, as leaves begin to drop, we will continue weekly mowing and will mulch the leaves into the lawn as part of the regular service
- **Services cannot be skipped due to the presence or accumulation of leaves on the lawn.**

Yard Waste Disposal

- Collected yard waste will be bagged and left at the owner's disposal for curbside recycling; however, removal and disposal may be provided for an additional fee quoted prior to service.

Liability

- We are not responsible for damage resulting from pre-existing property conditions, hidden or unmarked items, underground components (including sprinkler and irrigation systems), or areas not clearly visible at the time of service.

Payments

- All customers must keep a credit/debit card on file.
- Payments are automatically processed after each service is completed when a credit/debit card is on file.
- If you wish to pay by e-transfer, you may do so only by making a full prepayment for the entire season in advance. Prepayments can also be made by credit/debit card, if preferred.
- Service will not be scheduled or performed unless a valid card is on file or a full prepayment has been received.

Cancellation / Refund Policy

- If a customer is not satisfied with the service, we will make every effort to address and resolve the issue.
- If the issue cannot be resolved, a refund will be issued for the services not yet completed.
- Any discounts received through prepayment promotions (e.g., first lawn mowing service free) will be accounted for, and the value may be deducted from the refund.
- Refunds will be issued via card on file or e-transfer.

Agreement

By approving or proceeding with our services, 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. GroundScapers reserves the right to discontinue the service if these policies are not followed. These policies are in place to ensure consistent, reliable, and professional service for every customer.