

Terms & Conditions

1) It has been agreed that Snow-Care Works will provide 24/7 automatic snow removal service to the above name and address for the winter season from Nov. 1st, 2022, to April 1st, 2023, including statutory holidays, although slight delay may occur. Snow-Care Works will remove each snowfall with an accumulation equal to and greater than 4 centimeters, we will also be returning promptly for snowbanks left at the driveway ends by city crews. Cumulative amounts over multiple days, including drifting snow and any snowfall less than 4 centimeters is the responsibility of the homeowner.

Please refer to term number 11 for 2.5 Platinum service.

2) Snow Care Works will be installing driveway markers starting October 20th and will remove them no later than April 15th. It is the owner's responsibility to mark with its own material any obstacle that needs to be signaled to the snow remover (ex: stairs, lights, shrubs, electrical outlets etc.). When markers are being installed, if the driveway size does not match our records, your contract will be updated with the correct size and cost.

3) Walkway shoveling if purchased is an additional service. This service begins after all snow fall has completely stopped. Shovel service includes, shovelling in front of your garage door as well as your main entrance area, pathway to front door, steps, landing and or porch etc. This service does not include the removal of snow resulting from personal roof cleanings or ice resulting from freezing rain.

4) If the total amount of snow fall during this contract exceeds 250 centimeters, this contract will be renewed automatically at the new rate of \$25.00 for single and \$30 for double and larger, charged per storm clearing of any snow fall over 4 centimeters (or 2.5 cm for Platinum) until the end of the winter season or this contract can be terminated at your request. Meaning of the term snow event- A snow event is when a snowfall reaches over 4 cm's and Snow-Care is required to service. Multiple visits during one snow event are still considered one snow event in terms of service. You will be contacted via email in advance to allow you the chance to choose your option. If no response is received, we will automatically renew your contract and bill you accordingly. Refer to the FAQ section on our website for further details.

5) Additional services or visits requested by the customer can be completed at an additional charge. For example: request for individual cleaning after returning from a vacation and moving cars. Request for removal of snow from roof cleaning after city plow has passed and Snow-Care Works has already passed. If the driveway is blocked, or vehicles are parked in the driveway, snow will only be cleared in the accessible areas open to the street. If City clears excess snow on non-snowfall days, we cannot be responsible for removal. However, should the city pass on a non snowfall day, Snow-Care may not be aware, but you can call or email to report the ridge and we will gladly come by and take care of it.

6) Snow-Care Works is not responsible for sanding and/or salting, damage to extension cords, downspouts, basketball nets, hockey nets, overhanging branches, small plants or scrubs at the driveway edge, sprinklers, solar lights, items left under the snow, water main valves, oil or lubricant spills, scratches of any kind including rust to driveway surfaces, clearing and the build-up of freezing rain or ice. Snow-Care Works will assume full responsibility for obstructions such as steps sticking out on-to the driveway that are clearly marked, and markings maintained. If Snow-Care places a marker or safety cone and the cone is moved, we will not be held responsible for damage.

7) Customers must ensure to trim low-hanging tree branches that could hit the sides or roofs of our tractors. We recommend that nothing should overhang over the driveway, under 12' of height and everything kept at least a foot away from the sides of the driveway.

8) Any damage must be reported to us as soon as possible with pictures attached to your email. If further investigation is required, we will communicate this to you. Non urgent repairs will be completed late spring/early summer.

9) The alert system will be used between the hours of 7am-8pm or when it is convenient for us to set them off. Snow event updates via email will be a provided service for each snow event that we service. Please note: The alerts are a bonus service and should not be counted on 100% of time.

10) Call back service - This service is available for next day touch ups for moved cars etc. All calls and email request should be sent in before 11 am the following day or they will not be accepted.

11) Platinum upgrade option: This option provides service for snow events with accumulation of 2.5 cm's-3.9 cm's. (Measurements will be taken in ORLEANS for this service) In minor circumstances where 2.5 cm's accumulates but starts to melt right away, we can make a judgment call as to whether it makes sense to service. Please note that on larger snowfalls all other terms and conditions remain the same.

12) Cheques returned for any reason will incur an administrative fee of \$25 per cheque. If for any reason Snow-Care Works must exchange any cheques the fee will also be applied. A 2% interest fee will be charged per month on overdue balances more than 30 days late. Credit cards on file will be used to process additional charges. In default of any payment or upon the breach of any of the conditions herein on the part of the client, this contract will be considered void. Snow-Care Works shall be released from all liability for services from that time and not be required to perform any further services under this agreement. The client will be denied renewal for future seasons and be sent to a collection firm. Aggressive behavior towards staff will not be tolerated and Snow-Care Works reserves the right to cancel the client without notice and issue a pro-rated refund if applicable. In the event of sale or re-occupation of the client's house, this contract will be cancelled, but may be transferred into the new occupant's name. Payment of the contract effectively binds the contract and agreement of these Terms & Conditions.

PLEASE SEND SIGNED CONTRACT AND PAYMENT TO:

Snow-Care Works 613-424-6515

703 Schubert Circle, Orleans, ON, K4A 4W4 or tracy@snowcareworks.ca
www.snowcareworks.ca