

## Terms of Snow Removal Contract 2011/2012

### Early Openings

If you wish to have your driveway cleared before a specific time, please indicate that desired time on your proposal (not earlier than 7:00 a.m.).

Snow must have reached a height of **8cm** or more **before** your desired time for the early opening to apply.

All clients requiring an early opening time will be charged \$75 plus gst.

### Grit Applications

If the grit portion of your proposal is blank or crossed out by the homeowner then it is understood that the client assumes all liability for slips and falls.

If you do accept this service, then Rockcliffe Landscaping's liability for slips and falls is limited to the following:

- 1) We will apply grit within 12 hours after freezing rain has stopped;
- 2) We will apply grit when we visit the property for snow removal in areas that are icy at that time.

As we do not anticipate nor do we do spot checks of your property for slippery conditions, additional applications must be requested by the client prior to us coming out.

During freezing rain slippery conditions will exist before we arrive (as we do not put salt down in advance) and we will gladly provide, at your request, grit material to be left in buckets at your property for your own use.

Extra grit for steep driveways is put down after each visit for snow removal. This ensures there will be grit down before the next snow fall, making the driveway more accessible. We strongly suggest that clients with steep driveways take advantage of this service. Please keep in mind that if there is a snowfall which does not require a visit (less than 5cm) we will not come out to apply grit unless requested by the client.

### Parked Vehicle In Driveway

If cars are parked in your driveway when Rockcliffe Landscaping comes to plow and no one is at home, we can only clear the snow up to the parked vehicle.

We will attempt to clean the balance of the laneway when we come to clean the snow left by the city plow.

An extra visit will be at a cost of \$50 if we have finished snow removal operations and a special trip must be made. This visit may not be done the same day as snow removal.

### T-Posts

We encourage all of our clients to have T-posts installed along their driveways in order to protect their lawn and garden areas.

Curved or circular driveways **must be** clearly marked before we will provide snow removal service.

The price quoted for T-post installation on your proposal does not include the cost of the posts. If you do not already own T-posts or require replacements, we offer heavy duty, 6' posts at \$12/post.

### Property Damage Repairs

Due to the nature of snow removal it is not unusual for lawns to be scraped where snow is piled or along edges of driveways. This damage will be repaired with soil and grass seed if you notify us in early spring. Damage from salt or other environmental issues are not covered under this warranty. Granular or loose stone driveways may have accumulations of this material in landscaped areas from snow removal and clean-up if required will be done at extra cost. Scraping marks or rust stains on asphalt and interlock pavers may result from the steel blades of snow removal equipment. Rockcliffe Landscaping will not be responsible for repairs to these surfaces and removal of stains.

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