



TOTAL LAWN CARE



## SNOW REMOVAL/BLOWING GUIDELINES

The SNOW REMOVAL PROGRAM commences November 1 and concludes March 31. Additional fees are applicable if services required outside of the defined program time frame.

TOTAL LAWN CARE utilizes snow blowers/throwers to clear snow, saving you from potential damaged caused by truck plows. In the event snow accumulation is too difficult for snow blowers to be used, then and only then, would a plow be utilised. This usually occurs due to the city truck plows creating a “chunky” piling up at the end of the driveway.

In extreme snow storms, TOTAL LAWN CARE may make more than 1 visit to clear snow to prevent too much accumulation, thus, disabling the use of snow blowers. There is no extra service charge for seasonal program customer for the additional visits. Pay per visit customers are subject to additional per visit fee.

Salting is included in each visit of snow removal service. TOTAL LAWN CARE uses a high grade, **magnesium based** salt that is eco-friendly, pet, lawn and concrete/interlock friendly. The salt is good for temperatures as low as -32° C. Salting is not performed as a “stand alone” service within the programs in the event any rain or melting snow should suddenly freeze over. Salting is only performed in conjunction with snow removal services. If you require a salting “stand alone” service visit, please call to book the service visit. The visit will be applicable to an extra service fee.

The minimum snow accumulation requirement is 2 cms to warrant snow removal. The Weather Network Channel will be used as a measurement indicator.

Any “catastrophic” storms; ex.: ice storm, are NOT included in the snow removal program. Additional fee(s) for service(s) will be applied in the event you require clearing/removal of any ice, debris, etc. caused by the “catastrophic” condition. Fees will be calculated on a time basis, hourly rate.

If a Seasonal Snow Removal Program doesn't suit your needs, TOTAL LAWN CARE also offers a “per SERVICE VISIT SNOW REMOVAL FEE”. There are 2 per Service Visit Fee's available:

OPTION 1: It is the responsibility of the homeowner to call TOTAL LAWN CARE & request snow removal. The fee is determined on time & difficulty to perform the snow removal. Minimum per visit fee: \$65, tax incl. Base rate is \$100/hr (2-man crew). Calls must be made within 48hrs of the snow fall. Allow 24 hours for snow removal from time of your call.

OPTION 2: We'll automatically come out & clear your driveway during our Seasonal Package Holder service rounds. This may include multiple visits during severe snow storms to ensure snow level remains more manageable for the snow blowers. Additional fee's will be charged for multiple visits. Each visit is locked in at the quoted price provided you on your Free Estimate form.

Seasonal Snow Removal Program customers will be given priority service ahead of “per Visit Fee” customers.

In the event you fall 15 days behind in payment for services from the last dated statement, Total Lawn Care reserves the right to terminate the contract and discontinue servicing the property without notice. Any outstanding amount will be sent to credit and collections as outlined in the customer statement letter.

Regards

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Stephane Hebert  
Owner/Operator