

“Customer Service has been a Hansen  
Tradition since 1988”



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**www.greensideup.com**

### Service Terms & Conditions for Winter Service 2008-09 Season

#### General Service

- Service covers all snowfalls greater than 5cms in your area as recorded by the airport and verified by a Hansen Lawn & Gardens Ltd (HLG) representative, unless otherwise stated on your contract. With no forecasted accumulation with 24hrs
- Every attempt will be made to clear your laneway within 8-12hrs after the **completion** of the snow system.
- Snow systems greater than 20cm –completion time lines will not be guaranteed
- The winter service contract is from December 1st until April 1st.

#### Walkway Clearing

- If hand shoveling is included in your contract, walkway crews come once per snow event within 24hrs upon completion of the snow event, unless otherwise stated on your contract.
- Shoveling crews are scheduled separately from the driveways and will occur at different times.
- Front walkway service-includes one entrance to your home, from the driveway only. **Not in front of your garage.**
- At a client's request, we can return to clear entire laneway once vehicles are moved. **Subject to a fee.**

#### Note:

- Walkway crews are restricted from operating in close “proximity” to stationary items for the protection of client's property.
- Moving large amounts of snow from confined/ restricted areas where the depositing of snow is not in close proximity will not be moved until the obstacles are removed. This is for the health and safety of our crews.
- Call backs for errors or omissions must be made within 24hrs of the completion of the event –after that point a fee will apply

#### Laneway Clearing

- Customer is responsible to facilitate access of equipment to laneway by removing cars, garbage cans or any other obstacles to garage or to the street. We will not make return visits for clearing behind objects
- Your laneway will be cleared up to the first “object” in your laneway.
- Equipment is restricted from operating in close proximity to all stationary objects to avoid damage to property.
- It is the homeowner's responsibility to clear snow accumulation approximately 1-3 feet remaining adjacent to including but not limited to; retaining walls, houses, fences etc. After the machinery has left the laneway.

#### City plow Debris

- A visit to clear city plows debris as promptly as possible within 24hrs after the snow event.
- City sidewalk plow debris will only be cleared if it is concurrent with the clearing of city street plow debris
- At the customer's request city plow debris or sidewalk plow debris can be cleared at a later time (when not within 24hours upon completion of a storm). This will only be prompted by the client calling and **subject to a fee**

#### Service Limitations

- HLG Ltd assumes no responsibility for surface scratching or surface damage to all driveways
- HLG Ltd assumes no responsibility for damage to downspouts, electrical cords, and objects hidden under snow or anything that projects, borders or is left on laneway. Including stairs, and retaining walls
- HLG Ltd assumes no responsibility for ice build up of any sort or for any reason
- HLG Ltd assumes no responsibility for drifting or blowing snow build up of any type.
- HLG Ltd assumes no responsibility for any lawn damage of any kind what so ever.
- HLG Ltd assumes no responsibility for any and all damage for objects in the path of blowing snow-. light posts, shrubs, trees, etc
- HLG Ltd assumes no responsibility for any damage reported later than 1 month at the completion of contract.
- HLG Ltd. assumes no responsibility for any loss or inconvenience to the client due to circumstances beyond our control.
- “SANTA CLAUSE” services will be delayed on Christmas Eve through Christmas day. New Years Eve through New Year's Day. The service will be provided but delayed.
- **Service is up to a maximum of 250 cm for the season. If this point is reached a per time charge will apply, or the client may let the contract expire.**

#### Special Service Requests

- Special request only i.e. (doctors appointments, chemo appointments etc) for snow removal times will be considered free of charge if the office is notified at least 24 hours in advance
- All attempts possible are made to allow access to the roadway, however times are not guaranteed. This is due to the fact that snow system completion times vary with each storm, as well as circumstances beyond our control.

**Note--HLG ltd. will update this document yearly and it is incumbent upon the client to ensure they are up to date on any changes that may affect their contract each season.**