

SNOW REMOVAL SERVICE AGREEMENT

'Because It's about more than just Snow'



NAME _____

ADDRESS _____

POSTAL CODE _____ HME PH _____

EMAIL ADDRESS _____ CELL PH _____

OFF PH _____

4 Caesar Av.
Ottawa, ON K2G 0B2
(613) 820-6226

SNOW CLEARING SERVICE BOOKED

- Single Driveway _____
- Double Driveway _____
- Shared Driveway _____
- Shovel Walkway _____

Notes: _____

Other Services Requested

- Snowstorm Email Updates
- Text Alerts Before Arrival
- Email GPS Tractor Alerts

Anti-Icing & De-icing Brine Program

10 BI Weekly Visits \$75.00 (\$7.50 ea)

Sub Total _____

Waiver Agreed 13% HST _____

TOTAL _____

2 Payments (Postdated)

Nov 1st	_____
Jan 15th	_____

1 Payment (Postdated)

Nov 1st	_____
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TERM of SERVICE:

METRO Snowblowing agrees to provide snow clearing service at the above address for the winter season from NOV 5th , 20____ thru to APRIL 3rd , 20____ for all snowfalls of 4cm or more as described herein and on the reverse side of this Contract.

E-TRANSFER CREDIT CARD # _____
 CHEQUE(S) EXPIRY _____

Both sides read & Accepted by Client

Dated _____

Accepted by METRO	For OFFICE Use Only
<input type="checkbox"/> Posted to XL	<input type="checkbox"/> Added to GPS Zone
<input type="checkbox"/> Assigned to Tractor	<input type="checkbox"/> Given to Driver
<input type="checkbox"/> Email ID added to	<input type="checkbox"/> Staked by Driver

Please review Terms & Conditions on reverse side.

GENERAL SERVICES :

This contract covers all snowfalls of Four (4) cm or more unless otherwise specified here-in.

Generally, one laneway clearing run is scheduled for snow events of about 4 to 10 cm, and multiple visits are scheduled for snowfalls over 10 cm.

MORNING SERVICE: If there is an accumulation of **10 cm** or more expected on the laneway by 11pm a "behind cars clearing visit" will be made before morning.

CITY PLOWDUMPS: If the city is plowing streets overnight any street debris will be cleared before this time, provided the city clears the streets within 24 hours after the end of a snowfall.

DAYTIME SERVICE: A laneway clearing visit will be attempted during the course of the day during heavy snowfalls.

FINAL CLEARINGS: A final laneway clearing run will usually take place within approximately 4-6 hours after the end of a snowfall. Excessive winds, delays in citystreet plowing activity, too many cars parked in the laneway or other unusual conditions may cause this to be extended. This contract does not cover snow events totalling less than four cm.

CITY PLOWDUMP DEBRIS: A visit to clear street plow debris will be made as promptly as possible in all cases where the city plows the street within 24 hours after the end of a snowfall.

SIDEWALK DEBRIS: City sidewalk plow debris will be cleared if it is concurrent with the clearing of the street plow debris. If the city plows the customer's street or city sidewalk at a later time, Metro will clear the debris usually on the same day and only at the customer's request. A nominal fee (\$10.00) may apply.

LANEWAY OBSTRUCTIONS; It is the customer's responsibility to remove cars, garbage cans and any other obstructions into the garage or onto the street to facilitate full laneway clearing. METRO Snow & Ice is NOT responsible for : lamposts,cords,hockey & basketball nets, lawn lights,sprinkler heads, city water standpipe caps, interlock,steps,landings or any other item which 'protrudes' on or near the driveway. Client will remove all items and/or flag appropriately to mitigate damages.

SIDEWALK SHOVELLING:

If shovelling is included in a contract, shovel crews clear the front walkway and in front of garage door, where applicable, once per snow event within 24 hours after the end of a snowfall. Back walks and side paths may be completed as much as 48 hours after the end of a snowfall. Shovel crews are scheduled separately from the laneway clearing crews and therefore shovelling will be done at different times.

NSF FEES: A \$45 charge may apply for all NSF cheques as well as a \$15 charge for declined credit cards for reprocessing.

COMPANY CANCELLATION: METRO Snow & Ice employs a zero tolerance policy for abusiveness, swearing or aggressive behavior towards any of its Employees at any time. The Company reserves the right to cancel contracts with 48 hrs notice and provide a per diem prorated refund back to the Client.

CLIENT CANCELLATION: The Client may cancel the contract with approval by the company with 10 days notice. A \$45 cancellation fee and pro rating will apply for processing, staking removal and administrative costs.

Seasonal Snow Limit of 250 Cm's:

The Seasonal Contract will be for a limit of 250 cm. after that a maximum charge of \$10 per snow event will be billed to the Client.

****Our "1st there Gaurantee"**

Offered by Company

****In some areas on routes where Metro agrees, Metro warrants that during any major storm when & if it has been mutually agreed on and verified by BOTH parties that a competitor on your street has cleared both the driveway and City Plow Dump before your Driveway only has been cleared by Metro Metro will then apply a \$5.00 Discount will be applied to your next years renewal price. This offer applies to five events each winter only.**

Anti-Icing & De-Icing Waiver by Customer

Customer

The Customer here-by indemnifies, releases and saves harmless the Contractor from any and all claims, actions, lawsuits and litigation for any injuries, falls, slips, accidents or damages resulting from any and all ice or snow.

The Customer also acknowledges that the Brine Program does not on the Customers property by any persons during the contracted season. replace proper scraping and salting by the Customer to insure proper and safe footing at all times . The Contractor will exercise proper care and diligence when applying brine.

EMERGENCIES: Please call us in case of emergencies. We will try our best to assist you.