

Snow Removal 2019/2020 Quote

Snow Removal Services

Our popular snow removal services include clearing of snow from designated areas on your property, with optional supply and application of our ecosalt ice melter. Your flat rate plan would include -

- snow removal services between November 15th 2019 and April 14th 2020 inclusive
- snow removal after every storm that accumulates 1 or more cm (most companies offer clearing only after 3 to 5 cm)
- no limit on the number of storms or the total accumulation of snow to be cleared
- simple month-to-month invoicing with the option to cancel at any time

Please note that our services are delivered using a combination of snow blowers and plastic snow shovels. Removal of snow from your property, and chipping of ice are not included in any of our plans.



Confirm Your Service Area

The following areas are designated for services under this agreement. If you need additional areas serviced or have other special instructions, just let us know and we can update this list and your pricing.

- sidewalk
- entire driveway (excluding neighbour's half)
- path up to front door
- through side gate to side door on right side

Service Options

When approving your services, please indicate below whether or not you'd like us to supply ecosalt. Please note that although our crews usually apply ecosalt during their visits, it is impossible for us to monitor your site between storms, and we cannot be responsible for ice accumulation or slip and fall incidents on your property. We encourage you or your tenants to use the supplied ecosalt as necessary between storms. **We strongly recommend** the ecosalt option.

QUOTE NUMBER
2219

DATE
September 26, 2019

VALID UNTIL
October 26, 2019 at 2:52pm

FOR
Sample Client

EMAIL
support@gardenzilla.ca

ADDRESS
618 O'Connor Dr.
East York
Ontario M4C 3A1
Canada

PHONE
(647) 461-0285

FROM
Michael Chudy
Gardenzilla Lawn & Garden
618 O'Connor Dr.
East York, ON
M4C 3A1
gardenzilla.ca

PHONE
(647) 461-0285



<p><input checked="" type="radio"/> Snow Removal Services with Ecosalt (Recommended)</p> <p>With the ecosalt option, we store ecosalt in pails on your property for use by our crews during their visits. Each 15kg pail is billed at an additional \$25 + hst when delivered, but there is no further charge for the crew to apply it.</p>	<p>320.00 per month (for 5 months)</p>
<p><input type="radio"/> Snow Removal Services without Ecosalt</p> <p>If you do not select the ecosalt option, you should commit to supplying and applying your own ice melter through the winter. Without an ice melter, our crews are limited in their ability to service your property and you will experience increased accumulations of snow and ice following services and between snow events. Ice melter is particularly important for clearing porous, bumpy and sloped surfaces and reducing ice build up.</p>	<p>320.00 per month (for 5 months) Not selected</p>

Autorenewal

Most of our customers choose to have their services automatically renew each season. While our pricing typically increases year-to-year, renewed services are charged at the previous years rates. You can still choose to cancel your services at any time, whether you choose autorenew or not.

<p><input checked="" type="radio"/> Autorenewal</p>	<p style="background-color: #e0f2f1;"></p>
<p><input type="radio"/> No Autorenewal</p>	<p>Not selected</p>

Snow Removal Terms and Conditions

Before approving your quote, it's important that you take the time to read the following terms and conditions. Let us know if you have any questions. When you're ready to sign up, our team is here to get you through the winter.



Snow Removal Timing

In most circumstances, we wait until snow has finished falling before commencing services. The exact timing is determined by the snowfall, by our maintenance manager, by traffic considerations and by our individual crews. During regular snow events (less than approximately 10cm), routes are typically completed within 8 hours. Although we do our best to service your property before morning and evening commutes, we cannot guarantee the timing.

During heavy snow events (greater than approximately 10cm) our snow manager will sometimes split services into multiple visits. On the first visit crews may postpone detailed work to give access to all of their clients as quickly as possible. Following a 12 hour rest, the crews then return for a second visit to service any details postponed on the first visit. First visits are typically completed within 10 to 18 hours or more during heavy snow events, depending on conditions.

Ecosalt Supply and Use

Our crews have discretion on the number of ecosalt pails kept on your property (commonly two, but sometimes more). If you would like more or less ecosalt left on your property, please contact the office and we will update your information for the crew. You are billed when ecosalt is delivered to your property - not when it is applied. We do not refund ecosalt that is not used by the end of the agreement - you can keep it for the next winter or we can pick it up on request for safe disposal, free of charge. Crews do their best to ensure that you always have a supply of ecosalt but if you run out please contact the office and we will supply more as quickly as possible.

We offer our ecosalt option as a convenience to our clients and our crews to have a salt alternative on the property. However, as per our terms and conditions below we do not accept liability for the use or failure to use or supply ecosalt as part of your snow clearing services.

Snow Placement and Piles

Cleared snow will be placed on your property at the crew's discretion. Following heavy accumulations of snow, space can become limited, and it is understood that snow piles can interfere with your listed service areas, or otherwise interfere with access or parking on your property. Given the challenges of winter, our company does its best but cannot commit to honoring client requests regarding the location or placement of snow under any circumstances. Removal of snow from your property and relocation of snow on your property is not included in this agreement.

Parked Cars

Our crews are **NOT** able to clear snow underneath or within 1 foot of parked vehicles. If parked vehicles are blocking access to any portion of your property, those areas will also **NOT** be able to be serviced. Please do your best to ensure all resident and visitor cars are parked to allow access to the property and the snow piling areas. Our services do not include clearing of snow from off of parked cars.

Windrows

A windrow is snow that is left at the end of the driveway after a city plow has cleared the road. We will clear the windrow if the city plow has passed through before our visit. Our teams are usually able to clear windrows during our second passes on heavy snow events but typically do not do return visits for windrows on regular snow events or following the second visit of a heavy snow event.

Ice Build-Up

We offer snow removal services, not ice removal services. Ice build-up forms as a result of freezing rain or snow, drainage issues, compaction or the thaw/freeze cycle. When ice accumulates, our snow removal equipment (snow shovels, snow blowers and plows) are unable to break it up. Our crews are not equipped with metal ice-breakers or chippers. Ice-melter is our best defense against ice build-up and we encourage clients to apply it as necessary to control ice build-up between our visits. If you need ice broken up it is an extra billable service, please contact the office.

Loud Noise

We do our best to limit noise overnight - on light snowfalls, our crews limit their use of plows and snowblowers within reason. However, on heavier snowfalls, we require the assistance of powered equipment to do our work that has the potential to disturb you or your neighbours during our visits at any time of day or night.

Staff Safety

We have robust employment policies in place to protect our crews in the workplace. Our crews have the right to refuse any work they consider unsafe, and have our backing to withdraw from any situations involving verbal or physical aggression. Our crews are doing their best under often difficult circumstances - if you or your neighbours have any concerns about the work being done, we encourage you to speak to the office to avoid any misunderstandings.

Twitter Updates and Customer Service

For regular updates before, during and between storms it is not necessary to contact our office. You can see regular updates on our twitter feed at twitter.com/gardenzillatdot. You can find the same updates on our website at gardenzilla.ca/services/snow-removal/updates/.

Our office is open from 7:00am-3:00pm Monday through Friday. Due to the high volume of calls during and after snow events we highly encourage you to email support@gardenzilla.ca for a quicker response if you do need to contact the office.



Payment Options & Schedule

Invoices are sent by email and can be paid online with Visa or Mastercard, or you can send in a cheque (to Gardenzilla at 618 O'Connor Dr., East York, ON M4C 3A1) or email money transfer (to payments@gardenzilla.ca). Payments must be received within 15 days.

- your seasonal snow clearance rate is divided into five equal monthly payments
- the first monthly payment is invoiced on October 1st which is a non-refundable deposit acting as your final payment for March 15th services up until April 14th.
- the second invoice is issued on November 15th provides snow clearance services up until December 14th.
- the third invoice is issued on December 15th provides snow clearance services up until January 14th.
- the fourth invoice is issued on January 15th provides snow clearance services up until February 14th.
- the fifth and final monthly invoice is issued on February 15th provides snow clearance services up until March 14th, with the final month already paid by initial deposit.
- for clients who choose the ecosalt option, the cost of any ecosalt supplied is invoiced alongside the regular monthly payment that follows, on December 15th (for all ecosalt used up to that date), on January 15th, and on February 15th
- a final invoice will be issued on April 15th for any ecosalt supplied after February 15th

Cancelling Services

There is no long term commitment. You can cancel your services at any time by phoning or emailing our office, and you can cancel that day, or schedule a future date for cancellation (for example, for the closing date on a home sale). You are responsible for all charges up until that date, per our payment schedule, and including any applied ecosalt. Your deposit is non-refundable, and is forfeited if you cancel your services.

Other Common Questions

Q. What if it doesn't snow?

Whether it snows more or less often than usual, there is no change in our pricing. If it doesn't snow, we still provide a dedicated team (paid for being on call whether or not it snows), expensive winter vehicles and equipment, and are available in the event it does snow. On some winters we have to go out more - on others, we have to go out less.

Q. What if you miss something?

If you have a request following a snow service for something we missed, please let us know within 12 hours of our service. Our crews have 12 hours of rest after every time they go out before they go back again for touchups or a second pass.

Q. Can the ecosalt harm my hard surfaces or plants?

Yes - all ice melters have the potential to damage plants and hard (stone, paved, concrete, etc.) surfaces. New concrete and boxwoods, in particular, can be damaged by our ice melter products. We are not responsible for any damage to plants or hard surfaces caused by the ice melter. We'll do our best to respect any requests you make about the way we apply the ecosalt (for example, avoiding areas near boxwoods), but if you are more worried about damage from ecosalt than you are about ice buildup, we recommend you go with a no-salt option.

Limitations of Liability

- we cannot be held liable under any circumstances for the work performed or failure to perform work under this service agreement
- specifically, we are not responsible nor can we be held responsible for slip and fall incidents or for damage to property under this service agreement
- availability and pricing of our ecosalt product is dependent on availability from our suppliers. During heavy winters, there can be shortages that mean ecosalt is unavailable, or our price increases sharply - we will advise customers when this is the case.

Why Choose Gardenzilla for Snow Removal?

There are lots of options out there – here’s what we’re proud to offer:

- **Reliable service.** We keep our routes smaller to help ensure we’re there for all our clients, no matter the snow event.
- **Timely clearance.** In moderate snowfalls we aim to finish our routes within no more than 8 hours of the snow event.
- **Responsive customer care.** If you have questions, comments or concerns, we’re here to help – and also offer regular route updates via Twitter.
- **A committed, professional team.** We believe in paying good wages for great people. Our experienced staff are with us year-round, and take pride in the work we do together.
- **No long term commitment.** You can choose to end your services at any time, paying only for outstanding invoices at the time of cancellation. Your non-refundable deposit will be forfeited.
- **Simple online billing** and convenient payment options. All invoices arrive by email, and can be paid online by Visa, Mastercard or email money transfer, or by cheque in the mail.

Options selected	1 of 2
Subtotal	320.00
HST 13%	41.60
Total CAD including HST	\$361.60

per month
(for 5 months)

Options selected	1 of 2
Subtotal	0.00
HST 13%	0.00
Total CAD including HST	\$0.00