



To our valued customer:

## **Residential Snow Removal Contract & Policies 2016**

After an event with greater than **2cm accumulation or more of snowfall**, CYP shall clear the snow from the front drive pad and designated front walkway, including all city walkways, unless otherwise stated below. The snow clearing will be completed within 24 hours from the time it stops snowing, usually within 12 hrs of cessation of snowfall.

**\*\*\*In the event that it snows on Remembrance Day, Christmas Eve or Christmas Day, New Year's Eve or New Year's Day, snow clearing will be delayed to the following day.**

It is the responsibility of the property owner to clear the snow and/or provide ice melt when required for any events with snow *less than 2cm* snow fall accumulation, blowing snow, as well as any melting snow or freezing rain, or melt/freeze temperatures causing ice. Removal of excessive build-up of hardened snow or ice due to failure to remove snow less than 2cm will result in additional charges. If there is an additional need for services in these cases, please contact our office on an "as needed basis" and we will do our best to help you as required in these instances.

### "Very Heavy and Continuous Snow Storm"

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During a heavy and continuous snowfall, we shall remove the snow on one occasion during the storm and on one further occasion at the end of the storm, **ONCE PER DAY**. In the event of a severe storm (10cm or more), CYP will do it's best to meet the 24 hour deadline of service. In this situation, it is known that due to storm conditions, more time is required to complete our routes. Please ensure that there are no obstacles in the areas to be cleared. This includes landscape lighting and extension cords. We are not responsible for damage to items covered in snow. Contractor also assumes no liability for any injury resulting from a slip and fall due to ice buildup, due to melting snow, freezing rain, or snow run off. Snow piles or "windrow" caused by City Snow Plow Crews are City responsibility. Extra charges will apply to clear "windrow" caused by City crews, by request, at our discretion. Monthly package or monthly charge is non-refundable and due at the beginning of each month on the 1st.

Minimum monthly contract is 5 months. Please contact our office for pricing on less than full Season programs.

**CANCELLATION OF SERVICES: IN SUCH CASE AS WHERE THERE IS A DISPUTE WITH SERVICES, WRITTEN NOTICE IS TO BE RECEIVED BY HEAD OFFICE BY THE 1ST OF THE MONTH, PRIOR TO THE MONTH OF CANCELLATION. FAILURE TO PROVIDE PROPER NOTICE WILL RESULT IN A CANCELLATION FEE EQUAL TO ONE MONTH'S SNOW REMOVAL FEE.**

## **MONTHLY SNOW REMOVAL CONTRACT: MINIMUM 5 MONTH TERM.**

- You can sign up for a monthly SNOW REMOVAL program with a fee as low as \$169.00/month:  
Basic package: Front only, up to a 2 car length drive pad, (fits only 2 car max), front city sidewalk, and sidewalk to the front door.

The advantage of this program is that it allows you to budget your monthly fees for snow removal over the season. Additional charges will apply for corner lots, larger driveways exceeding two car lengths & additional requests into the back yard or back lane. (Please contact our office for additional packages available).

The Snow Removal Service includes monthly snow removal, regardless of zero or number of snow falls in the month. Again, this is based on 2 cm or more accumulation, only one visit per 24 hour period. (Min.5 month contract, ie: November 1<sup>st</sup> to March 31<sup>st</sup> etc...).

- This package is great for any customer on a fixed budget, and you don't have to worry about having extra charges for heavy snowfalls or too many snowfalls in any given month that may blow the budget.
- Optional contract extensions to include the month of October or April are always given *as an option* only if service is still required.

We hire enough staff to ensure your snow is removed within a 24 hour period and in most cases within 12 hours of cessation of snowfall. The reason we don't send the crews out until it has stopped snowing, is so our customers do not have to pay for 2 service calls, in the same 24 hour period. However, during storms and heavy continuous snow fall (10cm+), we will send crews out *before* it stops snowing so you are able to get your car in and out of the driveway, again once per 24 hour period.

**Please note: In the event that it snows on Remembrance Day, Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day, snow removal will be delayed to the following day. Canada Yard Pro is a family orientated company and we feel our employee's time with family is important too.**

Thank you in advance for your understanding and we look forward to serving you!