



To our valued customer: Re: **Residential Snow Removal Contract & Policies**

We have been receiving a few complaints from customers when we **do not** come to provide snow removal on **light** snow falls, and complaints from others when we **do** come to do the snow removal on **light** snow falls. Therefore, it becomes a no win situation for us as a Company. Our Snow removal 10 pack, was designed to offer the best value for our customers, providing snow removal when it is needed for the entire season at the best price possible. To eliminate any further confusion, we have made some slight changes and are now offering an alternative option, plus outlining both programs and our policies for your consideration.

Option A

- Snow removal 10 pack base price is \$299.00. This package includes a two car driveway, front city sidewalks and walkways up to the house. Additional charges will apply for corner lots, driveways exceeding two car pads & additional requests.

This program allows you to **avoid** getting locked into a monthly contract that you will still pay for even if it does not snow. By Canada Yard Pro offering this program to our customers, it makes this package the most competitive in the country.

For example; if you were to take the average monthly cost charged by our competition, your cost for the year would be \$1050.00, based on 6 months.

- In 2007 CYP removed snow, on average, 13 times, over the 6 months, at a cost to our customers of \$390 for the season.
- In 2008 we removed snow, on average, 23 times, over the 6 months, at a cost to our customers of \$690 for the season.

(Prices based on a \$299 basic package)

- Snow removal crews are sent out based on information provided by the Weather Network and at the discretion of Canada Yard Pro. Customers removing their own snow will no longer be credited for that visit, you will still be charged for the service call, as we have no way of knowing if this has been done or not, and we still have the wages and expenses of coming to your home to do the service. Also, some customers have taken advantage of our leniency, and have allowed snow to build up for several snow falls in some areas, and then expect us to do three times the work for the same price.

10 Pack Snow Removal renewal: Once your 10 pack is used up, service will continue and our office will automatically renew you for another 10 pack. After Mar 15th, we will only renew you for a 5 Pack, at half the cost of your first package. Any unused services will be carried over to the following snow season.

Option B

- You can sign up for a monthly fee of \$149.00 basic package: 2 car driveway, front city sidewalk, and sidewalk to the front door. The advantage of this option is that it allows you to budget your monthly fees for snow removal. Additional charges will apply for corner lots, driveways exceeding two car pads & additional requests. This package includes monthly snow removal, regardless of snow falls. Again, based on 2 cm or more accumulation, only one visit in any given 24 hour period. (Min.5 month contract, ie: November to March etc...).

In the event that a customer wishes to cancel service, the balance on any snow package or monthly charge is non-refundable.

We hire enough staff to ensure your snow is removed within a 24 hour period and in most cases within 12 hours. 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, 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 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.

Customers accepting the terms of “**Option A**”, do not need to contact our office, and service will continue as outlined. Customers who wish to change their program to “**Option B**”, please contact our office at (403) 475-3838 or send us an email to info@canadayardpro.com. I

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