



Terms of Service Agreement

Winter Snow Removal – November 1, 2009 – March 31, 2010

Fantasy Landscaping, Box 31015, RPO Broadway & Taylor, Saskatoon, SK S7H5S8

Phone: 306-955-4939 Fax: 306-955-4938

Snow removal service runs from November 1, 2009 and ends March 31, 2010

- *Any requested snow removal from customer after March 31, 2010 will be charged accordingly.*

Fee is based on 6 snow falls per month – based on 5 months* may change as per agreement. This will be discussed with you at the time of sign-up.

- **A snowfall is anything over 1 inch or 2.54 centimeters.** A small dusting of snow is not considered a snowfall. And as such, we will not come out for such a small coverage, unless requested by customer.
- The agreement made between the customer and Fantasy Landscaping must be paid in full even in the event there is NOT six snowfalls in a month. We charge a flat fee based on 6 snowfalls in order to secure you snow removal each month. *We try to describe it like; if you purchase disability insurance you would pay a monthly fee. If you are injured then you are provided your service through your disability company. But if you do not get injured after a few years and you cancel your policy, you do not get back any money you have paid monthly, that would make no sense to the company providing the service. If you have questions about this, please contact us for more details.*
- Please, do not tell us that you had the neighbour boy come last year and only charge you \$10.00 per snow shovelling. Please note: we are not trying to save up for a new skateboard. We are a company with employees, machinery, office bills, rent bills, gas bills and other business expenses.

Agreed snow clearing will be done within 48 hours of snow fall (weather permitting)

Fantasy Landscaping and its employee's will not be held liable in the event of damage to uneven or loose/chipped driveways or sidewalks.

In the event of heavy snowfall/blizzard weather, snow removal will be completed when weather permits.

- ***For example:*** *Snow is not letting up and does not let up until approximately 8:00pm that evening, Fantasy Landscaping will start snow removal the next day (weather permitting)*

Fantasy Landscaping reserves the right to cancel service for a period of time when temperatures reach unacceptable/dangerous working conditions.

- ***For example:*** *The wind chill is at extreme levels. For the safety of our staff we cannot expose them to potential harm.*

Fantasy Landscaping is not responsible for damage done to vehicles/other obstructions that may be in the vicinity of where staff is working. Please try to remove any vehicles from driveways after a snow fall so that the driveway can be cleared properly. Fantasy Landscaping is not responsible for returning to finish an area where a vehicle/obstruction blocked staff from removing snow properly. We can return at the request of the customer but it counts towards the total snow falls per month.

Fantasy Landscaping will try to satisfy each and every customer by changing the snow removal order each time it snows.

Fantasy Landscaping requests that you only call for snow removal if within the 48 hours we have not cleared your area. Please understand that as with all customer services, it takes time and a scheduled pattern before we may get to your area.

- *We will be there, rest assured. Fantasy Landscaping will call all customers if any thing changes or unforeseeable circumstances arise.*

Fantasy Landscaping reserves the right to cancel service at any time due to late/non payment of invoice. Non payment will result in no snow removal until a payment is received.

May you enjoy a great winter season of rest and relaxation and the comfort to know that you won't lift a shovel this year!

Tear off below & return to crew lead or mail to our office. Thank you.

Read & Agree:

I have carefully read and understand the Fantasy Landscaping 2008-2009 Winter Terms of Service Agreement and have asked questions about anything that is not clear to me. The following terms are agreed upon and I authorize Sean Ledingham and his employees of Fantasy Landscaping to provide me with snow removal service.

Name (Printed)

Signature

Date