

Description of Service

We encourage our Customers to read the following information carefully. While we pride ourselves in offering what we believe to be a great service, we recognize that we are not a perfect fit for everybody and thus want to be extremely transparent in outlining the terms of our service.

Snow Season

Coverage is provided Nov. 1st – March 31st, for snow events that produce 1" or greater accumulation in a single event. Because April snowfalls do not always occur, they are also not budgeted into our pricing for seasonal service. If we do receive measurable snowfall in April, the service window will extend, and there will be an additional charge of \$45.00 for driveway service and \$40.00 for sidewalk service. Damage to home or other property allegedly caused by Contractor or their employees must be reported by Customer immediately upon discovery. Contractor shall have no liability for damage not reported within 14 days of event. Your contract may be cancelled with a 14 day written notice by either party and shall remain valid, in perpetuity, until cancelled. Contractor reserves the right to alter seasonal service pricing with written notice to Customer.

Driveway Service

Contractor will utilize tractors with snowblowers that are designed specifically for clearing driveways. Snow is blown into the yard, rather than piled at driveway corners. Snowblowers contact driveways with both metal and plastic cutting edges. Under certain conditions, the metal edge can leave rust marks on driveways, as well as scratches. Damage may occur to paver or brick driveways. If any damage occurs, contractor assumes no responsibility to provide repair or replacement. Certain weather conditions prevent equipment from removing 100% of the snow and/or ice from driveways. Contractor assumes no responsibility for slips/falls due to ice or compacted snow. Salt may be provided upon request and at an additional charge of 15% of driveway contract price.

When do we begin clearing driveways and when do we have them completed?

Our response time is based on 2 factors - How much it snows and when the snow stops. For most snowfalls, we begin service as the snowfall is ending. We watch the weather very carefully so that we can make informed decisions based on current and future forecasted conditions, choosing a start time that is logical, both in regards to our operations, but also the needs of our Customers. Because of these factors, our start time will vary from snowfall to snowfall, resulting in our completion time window varying snowfall to snowfall. We typically have driveways done within 10 hours of cessation of snowfall. We do not guarantee driveways to be finished by a specific time of day, I.E., 7 am or 5 pm. Our completion time is a window based on when accumulating snow ends within a given snowfall. We make every attempt to keep our service prompt and convenient, but ultimately the window is dictated by weather conditions. We encourage Customers to take into consideration the fact that we make our decisions based on predictions. Occasionally we delay service if more than one small snowfall is predicted within a 24 hour period. I.E., an inch of snow falls by 8 am and another inch is predicted by 10 pm on the same day, we will wait until the 2nd snowfall has finished before we start our work. In the event of large or multi-day snow event in which more than 6"+ of snow is expected to accumulate, Contractor may, at its own discretion, perform a partial clearing of accumulated snow while snow event is still in progress. Such clearing will allow exit and entrance to garages and domiciles but may not include the entire driveway area being cleared. In such an event, Contractor will perform a full clearing after all snow has stopped accumulating. Contractor reserves the right to suspend service during weather conditions that threaten the safety of its staff.

Sidewalk Service

Sidewalk service refers to areas that are hand shoveled. Service is provided based on the same conditions as driveways, with the exception that sidewalks are usually completed within a 12-hour window of cessation of snowfall. During periods of blizzard conditions and any snowfall 8" or greater, our shoveling completion window extends to 24 hours. Due to the wide variation in property layout, we have restricted our shoveling to front sidewalks only. Our shoveling staff will clear the front or side entrance and 24" out from the garage door. Contractor reserves the right to alter seasonal service pricing with written notice to Customer.

Communication

We encourage Customers to utilize email when contacting our staff with questions or concerns. For the safety of our staff and in compliance with traffic laws we are unable to answer all phone calls during a snowfall. Our email is monitored and is a more reliable way to reach us. Service@twincitylawncare.com

Frequently Asked Questions

How do I know when my driveway will be done?

Receive a text message/email when our tractors are dispatched. Simply provide us with a cellular phone number and email address and we will notify you of our schedule.

Can I have just the driveway cleared and do my own sidewalk?

You sure can! Driveway and Sidewalk services are priced separately to allow this.

The tractor was just in my driveway but the driver didn't do the sidewalk.

Our driveway and sidewalk services are provided separately. To keep our tractors moving, allowing faster response times, we have our operators do only the driveway and then move on. A separate crew comes to do sidewalk shoveling, which may occur either before or after the driveway is serviced.

What should I do if all or portions of my driveway or sidewalk are missed?

We make every effort to prevent this from becoming an issue, however sometimes our operators or office staff do make a mistake. We encourage Customers to alert us by email. We will send someone from our staff to fix the problem and take whatever measures necessary to prevent the issue from re-occurring.

Why is there a small strip of snow left in front of the garage door?

We allow ourselves an 18-24" buffer between the tractor and garage doors and/or parked cars. If you have sidewalk service contracted with us as well, the strip in front of the garage door is cleared by the shoveling crew.

What about the city plow ridge?

Driveway service includes same day service for one city plow per snow event if necessary. The timing of this service is at the contractor's discretion. Additional plow ridge service can be requested and will be billed in addition at \$45 per service.

Can you work around parked cars?

Generally, it is not an issue for us to clear next to and behind parked cars, however we allow our drivers the final say as to whether they can safely clear next to a vehicle. We are not able to wait for Customers to move cars upon our arrival as it slows down our completion times considerably. Customers are encouraged to have cars moved prior to our arrival, however we understand that this is not always possible. At request, we can send a plow truck back to clear areas where cars were parked. This would be billed at an additional cost of \$45.

Can you clear around my mailbox?

We can provide this service, but it is done upon request and is subject to an additional charge. Our tractors are unable to clear directly next to and beneath mailboxes. This service requires a truck to be sent after a snowfall when requested. Service will be billed at an additional cost of \$45.

Can your tractor scrape the compacted snow and ice off of my driveway?

Unfortunately, certain weather conditions can make compacted snow and ice difficult to remove completely from a driveway. Usually this is caused by warmer weather snowfalls and snowfalls that are mixed with rain. If this becomes a problem, we recommend contacting our office and requesting salt applications, as there is usually nothing that the tractor or our operator can do differently to prevent this or fix it once it has occurred. Salting service would be billed in addition at the rate of 15% of your contract price per salting.

How can I contact you during a snowfall?

During snowfalls we are unable to answer phone calls, we focus all our attention on our snow removal operations. We encourage Customers to email us at service@twincitylawncare.com or leave us a voicemail at **(651) 289-4242**. We monitor our email and voicemail inbox closely and will respond to service requests even if we are not able to immediately return a phone call or reply to an email.