

Exterior Solutions Snow Blowing



Snow Blowing Proposal

Name: _____

Address: _____

Phone : _____

Email: _____

Date: _____

Exterior Solutions
1363 Woodroffe Ave, Box 33040
Ottawa, ON, K2C 3Y9
Tel: 613-852-5001
Office Hours: 9-5. Mon-Fri

Enter your phone number to receive automated phone calls for updates, information and for tractor activity in your area. (613)

Coverage starts on November 1 and runs until March 31 for snowfalls over 5cm.
Service is limited to 250 cm as recorded at the Ottawa Airport or 40 visits.
Coverage beyond these limits will cost \$1 per cm, billed in increments of \$50 + Hst.

- Single Driveway & Snowbank: \$ 331.86 plus \$43.14 Hst for a total of **\$375**
 - Double Driveway & Snowbank: \$ 376.11 plus \$48.89 Hst for a total of **\$425**
 - Attached Drive & Snowbank \$ 265.49 plus \$34.51 Hst for a total of **\$300**
 - Front Walk: 30' and 10 steps max: \$ 132.75 plus \$17.25 Hst for a total of **\$150**
- Walkway service completed 1 per snowfall. Allow 6-12 hrs after snowfall is completed for walk to be shovelled. In heavy snowfalls back walks may be completed the following day.

Please choose your services and enter the total here: Total: \$ _____

Credit Card Payment. Name on Card: _____ Expiry Date: _____
Card # _____ Signature: _____
Fax or email form to 613-226-2254 / info@extsol.ca

Payment is due Oct 1. Snow blowing will start after payment has been received. It takes approximately 5 working days to install your stakes and update our route once we have received your payment. Please sign up well before the first snow storm.
Please date your cheques for Oct 1 & Jan 1. Make them payable to Exterior Solutions.

I have read and understand the Snowplowing Terms and Conditions listed below

Thank you for your business. We are looking forward to serving you this winter!

Customer Signature: _____ Date: _____

H.S.T. # 860697929RT0001

WWW.EXTSOL.CA

Snow Blowing Terms and Conditions

Exterior Solutions strives to provide great service during the winter but we need your help too. We would like to arrive at your driveway as quickly as possible after the storm and with this in mind, we have come up with some guidelines to get the job done neatly and efficiently.

Main Office Line: (613) 852-5001. Open 9-5, Monday to Friday except during snow storms.

The main office number is 613-852-5001. The office hours are 9am to 5pm, Monday to Friday. Please double check you are dialing the correct digits. We do not wish to bother people with similar (but different) phone numbers. Please note that the office is closed the day before, the day of and the day after snow events as we are busy dealing with the snow. Please do not leave multiple messages. We will return your call as soon as possible. Please refrain from calling our office line during snow storms especially during the first three events of the year. This is a very busy time as we get organized and learn our routes. If you have our stake in front of your house, you will get done. Only EMERGENCY calls will be returned during this busy time. An emergency for example, would involve an ambulance on the way to your house and the snow buildup in excess of 30cm. Going to Tim Hortons for coffee is not an official emergency. Any snow under 10 cm is not an emergency.

Generally, we wait until all the snow has stopped falling before we start cleaning. It will take SEVERAL hours from that point to clear your drive. Thank you for your PATIENCE. During heavy snow events, we may perform a quick pass on your driveway just to help get you in and out. These visits could occur overnight before 6 am and during the day before 4 pm to help people coming and going from work. A full clean will be performed after the snow stops. During light snow accumulations we may wait until the city plow has passed before we visit your house. For events less than 5cm, we do not go out. However if 2cm falls each day for three days and accumulates, we will go out on the third day.

Please keep electrical cords, garbage cans, downspouts and obstacles off your driveway. Exterior Solutions is not responsible for damage to items that project into, border on, or that are left on the driveway. Please make sure your driveway and lawn are clear and ready for winter. Hidden items can also damage our snow blowers, causing significant delays and expensive repairs. Please trim tree branches that hang less than 12' off the ground. Low branches will prevent the tractors from accessing your drive.

Please park your car right up close to the house and to the side of the drive, so we can clean as much driveway as possible. Please do not park at the foot of the drive. This prevents us from accessing your driveway. Due to the significant amount of time involved with moving a vehicle and re-cleaning the driveway we will call you 1-4 hours before we arrive to give you a chance to clean off your car and move it before we arrive. This extra call ahead phone service will be available for storms over 10 cm. We will not call on overnight clearing visits or for light storms. Make sure your phone number is on the contract in the appropriate box if you would like to receive calls. If you want to opt out of being called every time it snows, just follow the directions on the message.

Due to the unpredictable nature of the snow business, we cannot guarantee completion times. Traffic accidents, damaged equipment, flat tires, employees calling in sick, multiple phone calls and heavy snow can affect our speed. Rest assured, your driveway will get cleaned.

Please remember that we are working very hard for you in harsh conditions. We are ready to spring into action 24/7, but our crews do require sleep at some point, have families to attend to, and sometimes have mechanical breakdowns no matter how well they take care of their equipment. No verbal or physical abuse will be tolerated. Calling repeatedly during snow storms will result in cancellation of services with no refund. This proposal can be cancelled at anytime with written notice. There is a \$50 cancellation fee plus a monthly service rate. A service charge of \$30 will be billed for any returned cheque. If you are running a business out of your home please call for a business quote.

Our operators will get as close to garage doors and the sides of the driveway as they feel comfortable. If you did not sign up for our shoveling service, please push the snow away from the edges and the garage door. This will help keep your drive cleaner. Please do not be concerned about small bits of grass that might get removed along the edge of the driveway. We will fix any damaged areas in the spring. Due to the nature of removing snow, we may use sharp steel scrapers to remove as much buildup as possible. This process may superficially scuff the surface of the driveway.

Snow Blowing Terms and Conditions

Any tender plant species along the edges of the driveway should be wrapped and / or protected by a wooden structure. We cannot be held responsible for damage to the driveway, areas / plants that border the driveway or for items that are left in the driveway. We usually use snow blowers, but may make use of a snowplow in certain situations.

Optional Extra visits are available for different circumstances. If you: live on a busy road, on a bus route, have a side walk in front of your home, experienced heavy drifting or have multiple cars in your driveway you may choose to have us visit several extra times a year to give your driveway some extra attention as the previously listed items can affect the cleanliness of your driveway. This would also apply if you were on vacation and upon your return, would like us to make a special trip to your home. A nominal fee of \$30 applies to all special visits.

The snowfall limit for the season is 250cm as recorded by Environment Canada at the Ottawa Airport or 40 visits. A large storm could involve up to four visits. A clearing run during the storm, a final pass after the snow has stopped, a return visit to clear where the cars were parked and a visit to clean the plow bank. Coverage beyond these limits will cost \$1 per cm, billed in increments of \$50 + Hst. We will call you as we approach 250 cm and you can opt in or out at that time. You must subscribe to our phone service to opt in or out.

All accounts must be paid in full, a signed contract must be returned to the office and a stake must be placed in front of your home before snow blowing will commence. Multiple payments are welcome, but must be in the form of post dated cheques.

The homeowner is responsible for: getting their payment and contract in on time, keeping the driveway free of obstacles, freezing rain, ice, melt/ re-freezing, drifting, buildup from sidewalk plows, sanding /salting and snowfalls less than 5 cm.

If you have a limited area upon which we can blow snow, we will fill it up as best we can but we are not responsible for removing snow from your property. If some snow gets put on city property, we are not responsible for any fines from by-law services. Our operators will not remove snow from your location. If you require clearing before November 1 or after March 31, a \$30 fee will apply to each visit.

We will clear any snow accumulations over 5cm on Christmas Day or New Years Eve and we ask for your patience over the holidays as some of our employees are away.

Walkways: \$132.75 for the 1st walk. Any additional walks are extra. They may not be shovelled at the same time as the drive is done. Only one visit per storm and it may take up to 12 hours as shovelling is very labour intensive and time consuming. 10 visits / events max. Walkways are limited to 30 feet in length and up to 10 steps. Longer lengths and more steps may be an additional cost. Walkway accumulation is limited to 250cm. Service after this is \$1 per cm billed in increments of \$50 +HST.

These terms and conditions may change at any time. Please review them frequently