

PLEASE CAREFULLY READ ALL OF THE FOLLOWING TERMS OF SERVICE

Service Specifications

- Snow clearing services commence November 1st and end March 31st for the given year as indicated on the date line at the bottom of this document.
- As soon as the snow **stops** falling, our dedicated crews will begin clearing. Day or night, you can trust Insight!
- We clear any accumulation of snow **over** 2 cm. When snowfall amounts are less than or equal to 2 cm, we do not come out to clear. However, when the accumulation of snow exceeds 2 cm, our committed crews will be out clearing.
- While the snow is still falling, or in high winds causing drifting, we do not clear snow.
- We at Insight monitor the weather closely, and after a snowfall we begin clearing as soon as we can. We know that fast, reliable service has two major benefits: 1. It makes our customers happy, and happy customers spread the word, and 2. Removing the snow quickly after it falls ensures less compaction, making clearing the snow easier for our crews, requiring less scraping, and producing a cleaner driveway as a result.
- Should we experience snowfall amounts above 2 cm on Christmas Eve or Christmas Day, we assure you that we will serve our customers as quickly as possible, however, due to the special nature of these days, we will not respond as quickly as usual.
- There must be sufficient space made available for our crews to pile snow on your property, both safely and easily. We will not push snow unreasonably long distances, nor will we throw snow over fences, onto a neighbouring property, or onto City property.
- As part of your service package, we clear the ridges (windrows) that the city leaves in back lanes and across your city sidewalk. For us to provide you this service, you must call us after the City has come by to clear these areas. The snow clearing information that the City posts on its website is not always accurate, and does not factor in any delays that City's snow clearing crews may encounter, so we rely on your phone call. For those who have a front sidewalk, we will clear a path across the city boulevard up to the curb.
NOTE: The City is responsible to clear the end of your driveway, if your driveway exits directly onto the street. It is your responsibility to contact the City with any concerns you may have regarding this service.
- We do not chop ice, as there is no safe way to remove ice without potentially causing damage to your driveway or walkways. We keep your driveway clear of snow, so there should be no problems with ice buildup. However, ice may form when water drips from eaves troughs, drainage spouts, and other sources, and for that we recommend redirecting the water at the source before it becomes a problem in the winter.
- We do not provide salting or sanding services.
- Vehicles must be removed from your driveway prior to us clearing your snow. If a vehicle is parked on the driveway when our crews arrive, they will clear the snow where possible without risking damage to your vehicle. Our crews will not knock on your door and wait for you to move your vehicle, nor will we return to your property once the vehicle is moved to clear the snow that we could not previously access.

Special Conditions

- Blizzards do occasionally occur in Winnipeg, and in such cases, you can be sure that we are working hard to coordinate our crews, and will be sending them out as quickly as we can. Please be advised that blizzard conditions will cause delays for most services, including snow clearing. The accumulation of snow and the resulting drifts after a blizzard do take longer to clear than the average snowfall. Response time is relative to snow volume and various other factors, but it is always as quickly as possible.

Method

- Our method of clearing varies based upon factors such as snowfall amounts, compaction levels, size of the area being cleared, and customer specifications given when services are ordered. We utilize shovels, snow blowers, and backpack leaf blowers primarily. Where space and conditions allow, a truck plow may be used.

Important Notes

- FOR INSURANCE PURPOSES, WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT BEFORE SERVICE COMMENCES.
- If you have a gravel driveway, or sections of gravel on your driveway, there is a potential for some gravel to end up on your lawn as a result of our services, for which we will not be held liable.
- If you have any additional work that you would like done at your property, please contact our office and we would be glad to arrange for the work to be completed at a later date, rather than asking our crews to do it

Snow Clearing Service Agreement

while they are onsite. Understandably, our crews are busy clearing snow for many people throughout the City, and should not be delayed from serving the remaining customers on their route.

- Please understand that for the first service our crews will not yet be totally familiar with their routes, your property, or your particular requirements. If ever anything should be inadvertently missed, please call our office and we will send one of our crews as soon as possible to clear the remaining portion.
- Please contact our office directly with special requests or concerns, and notify us of any unsatisfactory work. Our crews should not be responsible to take your requests to the office, as they are busy shovelling snow and could easily forget to bring your requests to the appropriate people. We sincerely desire that all of our customers are satisfied with our services, which is why it is important that you call our office with any issues that need to be addressed, so that we can communicate your needs to all of our staff, and ensure that your needs are being met.
- If you have used our snow clearing services before, we will clear all of the same areas that were specified in your previous agreement. If you would like to make changes to your service, please contact the office for a revised estimate.
- No refunds will be granted if you or anyone else decides to clear your snow before we get there. Our crews are on standby 24 hours per day, and will be sent to your property after each snowfall over 2 cm. If someone decides to clear your snow as a favour, we have no way knowing and cannot adjust our routes on that basis.
- Our price for snow clearing services is based on average snowfall amounts. We will not give discounts when we have had below average snowfall amounts throughout the winter, but neither will we charge extra when we have a harsh winter with extreme snowfall amounts. There is no way to know what to expect from winter to winter, so we have chosen to work with averages rather than fluctuating our pricing each year.

Safety

- YOU ARE RESPONSIBLE FOR PROVIDING SAFE CONDITIONS FOR OUR CREWS AND EQUIPMENT ON YOUR DRIVEWAY, SIDEWALKS, AND ALL DESIGNATED AREAS TO BE CLEARED. Anything that could impede our ability to clear snow on your property safely and effectively must be removed. Please either remove downspouts or place them in the upright position. Lawn and garden tools, such as garden hoses, rakes, shovels, and the like must be removed, as well as bricks, rocks, patio lights, extension cords, and all other obstructions. Your driveway and the areas adjacent to your driveway must be cleared of obstructions. Where possible, please move planters and garden boxes away from driveways and walkways. Sump or grey water hoses must be a safe distance away from any areas requiring clearing. Piled snow is heavy and can cause damage to items left near the edges of your driveway and walkways, and we will not be held liable for such damages. It is always best that you remove what you can to avoid any potential damages or unnecessary issues.
- We are not liable for any injury to persons or animals on your property. It is your responsibility, and the responsibility of those on your property, to take necessary precautions to avoid any slips or falls.

Payment

- We accept VISA, MASTERCARD, cheques, and E-transfers. If you choose to pay by Interac E-transfer, for the question, please enter, "Who clears your snow?" For the answer, please enter, "Insight". We will send you a receipt as soon as payment has been received, either by mail or email.
- Payment may be made securely online at insightwindowcleaning.ca. Simply select the "Make Payment" link and follow the instructions.
- If you are paying by cheque, please make your cheque out to Insight Service Solutions Inc., and send by mail to:

Insight Service Solutions
447 Selkirk Avenue
Winnipeg, MB. R2W 2M4

I have read carefully and accept all of the terms and conditions stated herein, and hereby authorize Insight Service Solutions Inc. to commence snow clearing service in the manner detailed above.

SIGNATURE: _____

DATE: _____