



# Winter Service Agreement

2025-2026

**Business: Teal Acres**  
TealAcres.info@gmail.com  
1275 Richmond Road, OTTAWA, ON, K2B8E3  
613-890-3578

**Name:** \_\_\_\_\_ **Client:** \_\_\_\_\_  
**Email:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_

This contract is between Teal Acres (the "Business") and \_\_\_\_\_ (the "Client") dated \_\_\_\_/\_\_\_\_/\_\_\_\_.  
yyyy mm dd

## Terms

### 1. Summary

By signing this contract, the client confirms that the name, address, and contact information provided are accurate and up-to-date. The client agrees to assume full responsibility and ownership of the property listed in the contract.

This contract is valid for the 2025-2026 winter season, commencing on November 15, 2025, and terminating on March 15, 2026.

Teal Acres will be responsible for clearing any snowfall that accumulates to 5cm or more. Any snowfall less than 5cm is the responsibility of the client. Snow clearing will not begin until at least 5cm of snow has accumulated. If the forecast predicts up to 15cm of snow, we may wait until the snowfall has finished to clear the driveway in one pass. Teal Acres may clear the driveway at any time of day or night, but we cannot guarantee a specific time for service, as snowfall timing and duration are unpredictable. In the event of vehicles or other obstructions in the driveway, Teal Acres will only clear the areas that are accessible.

This contract covers up to 250cm of total snowfall, as recorded by Environment Canada at the Ottawa International Airport. If the total seasonal snowfall exceeds 250cm, the client agrees to pay an additional upfront fee per visit. This will be calculated based on the amount of extra snow received or \$25, whichever is greater. The client must notify Teal Acres if additional snow clearings are requested beyond those specified in the contract, though availability for extra clearings is not guaranteed.

(Example: If an additional 15cm of snow accumulates, the package value is \$500 ÷ 250cm = \$2 per cm. The additional charge for 15cm of snow would be \$2 × 15cm = \$30)

All snow cleared from a residential driveway must be deposited on the property from which it was cleared. Teal Acres may blow snow to areas such as front yards, backyards, gardens, etc. During heavy snowfall seasons, clients with larger lawns may be required to accept snow blown from neighbouring clients with smaller lawns. Teal Acres will make every effort to ensure the snow is deposited in a location that does not obstruct parking.

This service does not include snow removal caused by drifting, blowing snow, or ice buildup resulting from freezing rain or freeze/thaw cycles.

Teal Acres will supply and install markers on each side of the driveway when possible. If any markers are damaged or displaced by the client, it is the client's responsibility to repair or replace them, or to notify Teal Acres for assistance.

The client is responsible for ensuring that any elevated water valve caps in the driveway are hammered down to be flush with the flat surface. If necessary, the client may contact the City of Ottawa to complete this work. It is the client's responsibility to notify Teal Acres of any unusual features or conditions in the area to be maintained.

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### 2. Property Damage Disclaimer

Teal Acres will operate our equipment as safely as possible while on your property. However, it is the client's responsibility to ensure that all protective barriers, posts, screens, and any other necessary precautions are installed around utilities, exhaust ports, or any objects that may be susceptible to damage or blockage by snow. Teal Acres shall not be held responsible for, but is not limited to, the following:

- Marks, scratches, or damage to asphalt, interlock, concrete, or other surfaces caused by scraping, scratching, or rusting from equipment.
- Damage to the client's lawn, garden, or landscaping due to salt or blade contact.
- Damage to foreign objects such as garbage cans, extension cords, hoses, basketball nets, toys, or any items that are hidden under snow or otherwise unmarked.
- Damage to utility infrastructure, including but not limited to telephone wires, furnace exhaust pipes, electrical meters, A/C units, window wells.
- Damage to steps, curbs, downspouts, faucets for hose connections, vents, fences, decks, or any structures that may be buried or obscured by snow or may be located in areas where snow is piled.

Clients are encouraged to ensure that all potentially vulnerable items are removed or clearly marked before snow clearing services are performed.



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### **3. Personal Injury Liability Waiver**

Teal Acres shall not be held liable for any injury, damage, or loss to the client, their guests, or any other parties resulting from slips, trips, falls, or any other accidents that occur at any time on the property or area maintained by Teal Acres. This waiver of liability remains in effect regardless of the property conditions. Clients are encouraged to exercise extreme caution or wait until areas are cleared before using steps, walkways, or moving any vehicles or objects.

For your safety, clients and their guests should not approach operators while in motion, and children and pets must be kept at a safe distance at all times. By agreeing to this contract, the client acknowledges and accepts these risks and agrees to hold Teal Acres harmless from any claims, losses, or damages arising from personal injury or property damage, whether caused by negligence or otherwise.

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### **4. Payment and Refund Policy**

Accepted methods: Cash, cheque and e-transfer. All prices are subject to applicable taxes.

Payment must be made in full by November 1, 2025. Any client signing up past the commencement date is required to pay in full upon signing. Two equal payments prior to October 15, 2025 may be accepted. Any deposit is due upon signing. If the client fails to complete the full payment by November 1, 2025, they will be refunded the initial payment, minus a \$75 reservation fee.

Purchases shall be Final Sale and cannot be cancelled unless in the case of an emergency faced by Teal Acres. Refunds may take up to 60 days. Refunds will be based off a percentage of clients package choice:

- Cancellation on or before November 15 - Charge: 0%, Refund: 100%
- Cancellation between November 16 and December 15 - Charge: 25%, Refund: 75%
- Cancellation between December 16 and January 15 - Charge: 50%, Refund: 50%
- Cancellation between January 16 and February 15 - Charge: 75%, Refund: 25%
- Cancellation between February 16 and March 15 - Charge: 100%, Refund: 0%

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### **Limitations and Communication**

Text alerts, website banners, or social media platforms (such as X) may not always be available or functioning. If the owner of obstructing property is unreachable or fails to respond in a timely manner, Teal Acres will proceed with operations only in accessible areas of the property. Teal Acres will not operate any client-owned property, even if permission is granted.

### **Signatures**

This contract may be signed electronically or in hard copy. If signed in hard copy, it must be returned to the Business for valid record. Electronic signatures count as original for all purposes. By signing below, both parties agree to the terms and provisions of this agreement.

#### **Business Signature**

<b>Owner name</b>	
<b>Owner signature</b>	
<b>Business date signed</b>	yyyy/mm/dd

#### **Recipient Signature**

<b>Recipient name</b>	
<b>Recipient signature</b>	
<b>Recipient date signed</b>	yyyy/mm/dd