

Quinte Landscaping Services

Residential Lawn Maintenance – Terms of Service

Contact: info@quintelandscaping.ca | (613) 391-7083

Service Areas: Belleville, Napanee, Quinte West, Prince Edward County

1. Scope of Services

Quinte Landscaping Services (“Provider,” “we,” “our,” “us”) offers residential lawn maintenance services including, but not limited to:

- Weekly and biweekly lawn mowing
- String trimming and edging
- Basic debris clearing (sticks, leaves, litter)
- Blowing of walkways/laneways

Optional or additional services (priced separately):

- Aeration
 - Overseeding
 - Dethatching
 - Top dressing
 - Fertilizer application
 - Spring/fall cleanups
 - Mulch and garden installation
 - Seasonal lighting installation
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2. Service Schedule

- **Standard Mowing Season:** April 15 - October 15
- **Weekly Service:** Standard schedule, occurring on the same weekday each week (weather permitting).
- **Biweekly Service:** Occurs every second week. Subject to seasonal growth patterns and may be adjusted with notice.
- **Weather Delays:** Services may be delayed due to weather, wet conditions, or unforeseen events. Service will resume as soon as conditions allow. Every effort is made to adjust service schedules to ensure that the property is completed either the day prior to or after a weather event.

- **Holidays:** Services scheduled on statutory holidays will be completed either the day before or after the holiday.
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3. Access to Property

Clients must ensure:

- All gates are unlocked on service day.
- Lawn is free of excessive toys, furniture, pet waste, or other obstructions. In order to limit liability, obstructions will be worked around and the underlying turf will be cut the following service date, once the obstruction is moved.
- Pets are secured indoors or safely restrained.

If access is restricted, service may be skipped and billed according to the **missed service policy** below.

4. Missed Service Policy

- **Weekly Clients:** If a scheduled cut is skipped due to client request or access issue, the next cut will be charged at the **biweekly rate (1.25x)**.
 - **Biweekly Clients:** If a cut is skipped due to client request or access issue, the next service will be charged at **1.5x the standard biweekly rate**.
 - **Provider-Initiated Skips (e.g. weather):** No additional charge.
 - **Drought & Dormant Lawns:** During periods of extreme heat or drought where grass is not growing, scheduled mowing may be skipped to avoid damaging the turf.
 - For seasonal customers, these skipped visits are not refunded but may be substituted with a bonus fall cut, additional edging, or light weed cleanup at our discretion.
 - Seasonal customers' properties will continue to be edged, trimmed, and blown throughout periods of drought or dormancy to maintain curb appeal.
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5. Payments & Invoicing

- **Weekly & Biweekly Clients:** Invoiced monthly; payment due upon receipt. Card on file is required
- **Seasonal Clients:** Payment in full. Equalized monthly payments from May 1 - October 1 are offered, subject to a 2% service charge. Monthly payments require a card on file, unless otherwise noted.

- **Accepted Payment Methods:** Online credit card or debit card payment, Apple Pay, Google Pay, e-transfer.
 - E-transfers to be sent to: payments@quintelandscaping.ca
- **Late Payments:** Payment is due upon receipt. Late payments will be subject to a **2% monthly interest charge**.
- **NSF Payments:** \$25 fee applies.

6. Pricing Structure

- **Weekly Lawn Maintenance Rates (Pay-as-you-go)**

Lot Size	Weekly Rate	Biweekly Rate (1.25x)
Small (< 2,000 sq ft)	\$50 + HST	● \$62.50 + HST
Medium (2,000 - 5,999 sq ft)	\$65 + HST	\$81.25 + HST
Large (6,000 - 15,000 sq ft)	\$85 + HST	\$106.25 + HST
Estate (up to ½ acre)	\$125 + HST	\$156.25 + HST
Large Estate (up to 1 acre)	\$165 + HST	\$206.25 + HST
Acreage	Custom Quote	Custom Quote

- **Seasonal Value Rates (April 15 - October 15)**

Lot Size	Seasonal Rate	Weekly Equivalent
Small	\$1,105 + HST	\$42.50
Medium	\$1,436.50 + HST	\$55.25

Large	\$1,878.50 + HST	\$72.25
Estate	\$2,762.50 + HST	\$106.25
Large Estate	\$3,646.50 + HST	\$140.25
Acreage	Custom Quote	-

NOTE: All pricing assumes standard maintenance conditions. Excessive obstacles, steep grades or overgrown turf may require adjustment.

- **Optional Add-On Services (Minimum Pricing)**

Service	Starting Price
Core Aeration	\$150
Overseeding	\$175
Fertilizer Application	\$90
Top Dressing	\$250
Mulch	Custom
Cleanups	Custom

- **Referral Credits:** As a thank-you for continued support, we are introducing a referral credit program for the 2026 season. If you refer a friend, family member, or neighbour who signs up for a seasonal maintenance package, you'll receive a \$50 credit applied to your account. Referrals from existing customers are always appreciated, and this is a small way for us to say thank you.

7. Rescheduling & Cancellations

- **Weekly Clients:** Cannot reschedule to a different day. Skips will follow the **missed service policy**.
- **Biweekly Clients:** One-time reschedules are possible with **48 hours' notice**, subject to availability.
- **Seasonal Cancellations:** Clients may cancel with **14 days' notice**. Prepaid balances will be refunded minus any discounts used.

8. Damage & Liability

- Provider is insured for bodily injury & property damage in the amount of \$2,000,000. Any damage caused by equipment will be reported and rectified.
- We are **not liable** for damage to:
 - Unmarked sprinkler heads, underground wiring, dog fences
 - Delicate edging, lawn ornaments, or unsecured objects
- Please notify us in writing of any known hazards on the property.

9. Client Responsibilities

Clients agree to:

- Maintain lawn in a state that allows for safe and efficient mowing (e.g., regular watering, no excessive growth between visits).
- Inform Provider of any issues or dissatisfaction within **48 hours** of service.
- Ensure compliance with municipal lawn and noise bylaws.

10. Termination

We reserve the right to suspend or terminate service:

- For non-payment or repeated access issues
- If the property is unsafe for mowing
- With **7 days' notice** for any reason

Clients may terminate with **14 days' written notice**.

11. Satisfaction Guarantee

If you're not satisfied with the service, notify us within **48 hours**, and we'll return to resolve the issue at no additional charge.

12. Amendments

We may revise these Terms of Service with **15 days' notice**. Continued service implies acceptance of the new terms.

13. Governing Law

These terms are governed by the laws of the Province of Ontario.

By engaging our services, you acknowledge that you have read, understood, and agreed to these Terms of Service.

