

Client Service Policy

Surf Property Maintenance

This policy outlines how we operate so we can provide reliable, high-quality service while keeping pricing fair for all clients.

1. Pricing & Minimum Charges

- A **minimum service charge applies to every visit.**
- Prices are based on time, labour, equipment, fuel, and ongoing maintenance.
- All pricing is firm and **not negotiable.**

Regular pricing applies only when services are kept on a consistent schedule.

2. Service Scope (What's Included)

- Services provided are **only those quoted and agreed upon.**
- Any additional work requested (on the day or otherwise) is **quoted separately.**
- We do not provide free or "quick" extras.

3. Scheduling & Cancellations

- Services are scheduled as **weekly, fortnightly, or monthly.**
- A minimum of **24 hours' notice** is required to skip a service.

Skipped Visits

- Skipping a visit may result in:
- Increased lawn height
- Additional time and labour
- **Adjusted pricing on the next visit**

Skipping services does not lock in previous pricing.

4. One-Off vs Regular Services

- **One-off services** are priced higher than regular maintenance.
- Regular pricing is reserved for clients who maintain their agreed schedule.

5. Payments

- Payment is due **on completion** of service unless otherwise agreed.
- Invoices are issued immediately after service.

Late Payments

- Payments not received within **24-48 hours** may result in:
- Paused services
- Removal from the schedule
- Requirement for upfront payment

6. Access Requirements

- Clear access must be provided on the day of service.
- Locked gates, pets, or blocked access may be treated as a missed visit.

7. Weather Delays

- Weather-related delays will be communicated as early as possible.
- Services will be rescheduled at the next available time.

8. Right to Refuse or Cease Service

We reserve the right to refuse or discontinue service for: - Repeated cancellations - Late or non-payment - Requests for free or unquoted work - Disrespectful communication

9. Agreement

By booking a service with Surf Property Maintenance, you acknowledge and agree to these service policies.

Thank you for choosing a professional, reliable property maintenance service.