

Terms & Conditions of Service

Surf Property Maintenance

These Terms & Conditions govern all services provided by Surf Property Maintenance. By booking, scheduling, or continuing to use our services, you agree to the terms outlined below.

1. Services Provided

Surf Property Maintenance offers property maintenance services including, but not limited to: - Lawn mowing and lawn care - Gutter cleaning - Pressure washing - Rubbish removal

Services provided are limited strictly to those quoted and agreed upon.

2. Pricing & Minimum Charges

- A **minimum service charge applies to every visit**, regardless of job size or duration.
- Pricing is calculated based on time, labour, equipment, fuel, overheads, and service frequency.
- All prices are firm and **non-negotiable**.

Regular pricing applies only when services are maintained at the agreed frequency.

3. Quotes & Scope of Work

- Quotes are based on visible conditions at the time of quoting.
- Quotes assume reasonable access and standard property conditions.
- Any additional work requested outside the original scope will be quoted separately.

No additional services will be carried out without client approval.

4. Scheduling & Service Frequency

- Services may be scheduled on a **weekly, fortnightly, or monthly** basis.
- Pricing is based on consistent maintenance, not overgrown or neglected conditions.

Skipped or Deferred Services

- Clients must provide a minimum of **24 hours' notice** to skip or cancel a scheduled service.
- Skipped services may result in increased growth or labour requirements.

- Surf Property Maintenance reserves the right to **adjust pricing** on the next visit if additional time or work is required.

Skipping services does not guarantee previous pricing.

5. One-Off Services

- One-off or ad-hoc services are priced higher than regular maintenance services.
- Payment for one-off services may be required upfront or immediately upon completion.

6. Access Requirements

- Clients must ensure clear and safe access to the property on the scheduled service day.
- Gates must be unlocked, pets secured, and work areas unobstructed.
- If access is not available, the visit may be treated as a missed service and charged accordingly.

7. Weather & Delays

- Services may be delayed due to weather or unsafe working conditions.
- Surf Property Maintenance will notify clients as soon as practicable.
- Weather-related delays will be rescheduled at the next available opportunity.

8. Payments

- Payment is due **on completion of service**, unless otherwise agreed in writing.
- Invoices are issued electronically following service.

Late Payments

- Payment is expected within **24-48 hours** of invoice issue.
- Late or unpaid invoices may result in:
- Suspension of future services
- Removal from ongoing schedules
- Requirement for upfront payment for future services

9. Non-Payment

- Continued non-payment may result in permanent cessation of services.
- Surf Property Maintenance reserves the right to recover outstanding amounts in accordance with applicable laws.

10. Right to Refuse or Cease Service

Surf Property Maintenance reserves the right to refuse or discontinue service at its discretion, including but not limited to: - Repeated cancellations or skipped services - Late or non-payment - Requests for free, discounted, or unquoted work - Unsafe working conditions - Abusive, threatening, or disrespectful behaviour

11. Liability

- Surf Property Maintenance will take reasonable care when providing services.
- We are not responsible for:
- Pre-existing damage
- Hidden or fragile items not disclosed prior to service
- Damage caused by poor property conditions or restricted access

Clients are responsible for removing personal items from service areas.

12. Amendments

- These Terms & Conditions may be updated from time to time.
- Continued use of services constitutes acceptance of any updated terms.

13. Governing Law

These Terms & Conditions are governed by the laws of Queensland, Australia.

By engaging Surf Property Maintenance, you acknowledge that you have read, understood, and agree to these Terms & Conditions.