

# 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.

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### 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.

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### 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.

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### 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.

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### 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.

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## 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.
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## 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.
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## 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.
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## 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
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## 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.

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## 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

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## 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.

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## 12. Amendments

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

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

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