



## Terms and conditions of service

ABN - 84 166 008 967

### **Residential lawn mowing**

**Scope of the work:** The mowing contractor will maintain the grass and the edges of the property, including walkways, driveways and garden beds.

We offer different types of lawn mowing, catch mowing and mulch mowing. There is not much difference in the result, however mulch mowing is a cheaper option as it does not require the removal of the grass clippings. Once the lawns and edges are mowed the contractor will blow any remaining debris from the footpaths walkways and driveways back onto the grass.

**Frequency of service:** We offer three types of frequency for our lawn care service. These include; Fortnightly, Triweekly (every three weeks) and on a casual basis. The frequency of the service will greatly affect the pricing and should be discussed between the contractor and the client.

If the client chooses a casual basis, we do our best to fit the client in as soon as we can, however we cannot guarantee them a spot.

**Pricing:** The price will depend on the frequency of the visit. First visit may be higher due to the need to restore the lawns and edges to a maintainable level, the price may reduce after the first initial mow. For grass that is not maintained every 2-3 weeks, the client will be charged a casual rate which will be higher than lawns maintained on a fortnightly or tri-weekly basis and will require a new quote either on the day or at a time that suits both the client and the contractor.

If the client wishes to reschedule their regular visit for a later date, this will incur an increase in price due to the length of the grass being higher and the edges being more over grown.

**Responsibilities of the client:** The client is responsible to ensure that any obstructions are removed from the grass and areas to be maintained by the contractor, these include cars, trailers, boats etc. Failure to do so may result in certain obstructed areas not being mowed. It is also the responsibility of the client to ensure that any rubbish, debris or children's toys are removed from the grass prior to the contractor arriving at the property, this will ensure the safety of all parties and avoid damage to any property. It is also the clients responsibility to communicate clearly the exact work and service that is required to our team to ensure there are no mistakes.

**Payment:** Our business uses the HENRY accounting software to run our business and to receive payments from clients. We will send an invoice to the clients preferred email address which will include the amount owing and the directions for how to pay. We offer direct bank transfer, PAYID, or credit card payments (which incur an online surcharge.) We also accept cash payments if necessary.

When paying their bill the client must reference the invoice number to ensure the team at HENRY can match the payment with the invoice. Failure to do so will result in the client receiving an overdue notice as the accountants wont recognise that the payment has been made.

The client is given a maximum of 14 days to pay their bill from the date of the service, this can be circumstantial depending on the frequency of the job.

If payment can not be made in full before the due date, we offer various payment plan options to help the client manage their payments on time.

**Extra services:** Additional services including casual lawn care, weeding, tree trimming, odd jobs and green waste removal must be booked in a minimum 7 days in advance to ensure that we can provide adequate and timely service to all our valued customers.

**Complaint and Issues:** If the client has an issue with our service we have provided that is our fault, this can include; spots of grass missed or edges not trimmed properly where there were no obstructions, the client must inform the team with in 3 business days so we can ensure the issue is resolved in a timely manner, and the team will do our best to fix any problems that are our fault for free.

**Weather events:** Surf Lawn Mowing does not operate during days when it is raining, as this could incur damage to the clients lawn and to our equipment.

**These are our terms and conditions of service**, if you have any questions please feel free to reach out to us via email, phone or messenger.

We appreciate you taking the time to read our terms and conditions of service.

**Kind Regards**

**The Team at Surf Lawn Mowing.**