

Highlands Property Care Inc. – Service Agreement

This Service Agreement ("Agreement") is entered into between Highlands Property Care Inc. ("Company," "we," "us," or "our") and the undersigned customer ("Customer," "you," or "your"). By requesting and/or paying for services, you agree to the following terms:

1. Services Provided

We provide property care services including, but not limited to: lawn maintenance, leaf removal, snow removal, tree trimming, yard clean-up, and related seasonal property care. The exact scope of services for your property will be confirmed in writing (via estimate, invoice, or email).

2. Payment Terms

Payment is due upon completion of services unless otherwise agreed in writing. For recurring services (weekly/seasonal), invoices will be issued in advance or upon completion as agreed. Payments may be made by credit card, debit, e-transfer, or other methods accepted through our website.

3. Access to Property

Customer agrees to provide safe and reasonable access to the property, including gates, driveways, and areas requiring service. If access is denied, delayed, or unsafe, services may be rescheduled or cancelled, and a service fee may apply.

4. Customer Responsibilities

Customer agrees to: remove personal items, pets, vehicles, or obstacles from service areas; notify us in advance of any hazards (loose soil, underground sprinklers, wiring, etc.); ensure compliance with local bylaws for waste, snow removal, or lawn care.

5. Sponsorship & Community Program

Customers may opt into our "Helpers Sponsorship Program" by adding \$10 to their invoice. Funds go toward property care for seniors, differently-abled individuals, or families in need. One property per week is selected for free community service at the Company's discretion.

6. Cancellations & Rescheduling

Cancellations must be made at least 24 hours in advance. If less than 24 hours' notice is given, a cancellation fee of up to 50% of the service cost may apply. Weather delays (e.g., heavy snow, storms, unsafe conditions) may result in rescheduling.

7. Liability & Insurance

We carry business liability insurance for property care services in Alberta. We are not responsible for pre-existing damage, hidden hazards, or issues caused by factors outside our control (e.g., weather events, underground systems). Customer agrees to release Highlands Property Care Inc. from liability for incidental damage unless caused by proven negligence.

8. Termination of Agreement

Either party may terminate services at any time with written notice. Any outstanding balances must be paid in full before termination is effective.

9. Governing Law

This Agreement is governed by the laws of the Province of Alberta.

Customer Name: _____

Service Address: _____

Signature: _____ **Date:** _____

Highlands Property Care Inc.

Email: [Insert]

Phone: [Insert]