



Services - Timing & Rules

- Our season starts on November 15 and ends on April 15
- In the perfect conditions, we strive to provide services before 9 am and 6 pm; however, many snow storms won't allow us to achieve these results unless you purchase Custom Services.
- During small storms we wait for the snow to stop and we start clearing driveways after street plows clear the streets
- During larger storms we start clearing driveways at 4" to 6" and continue working until the driveways are cleared

Note: Small storm is 0 to 6" depending on temperature and weather conditions

- All Basic Snow customers are the same priority to us, therefore we operate in a set route that is determined by the geographic logistics and by the timing of the Guilderland's plows. If you request a specific time for the service and you haven't purchased Custom Service, there will be an additional service charge of \$50.00 for us to change our set route. Note: 24 hour advance notice is required.
- Sidewalks are cleared before or shortly after driveways; however, during the larger storms it may take longer to clear the sidewalks. We may also suspend sidewalk clearing due to the hazardous weather conditions that are unsafe for our workers. In any circumstances, we will keep you informed by email.
- During the storms with unusually high amounts of snow, we do not guarantee time of service. However, we work diligently to maintain our route. Generally, our equipment can handle 2" to 14" of snow easily, but larger snow amounts, bad weather and town road conditions may slow us down.
- We do not clear off cars nor do we shovel around cars to avoid any possible damage.



Rules to Follow



- If you park a car on the driveway, please get in touch with us to determine the best placement of the car for clearing out the snow
- Turn basketball hoop around so tractor doesn't hit and damage the cab
- It is the owner's responsibility to remove all the objects from the driveway (recycling boxes, extension cords, shovels, etc.). The driver will not move any obstacles in his way. In the event that our snow blower is damaged by any item left on the driveway, the owner is responsible for the repairs.
- It is the owner's responsibility to make sure water valve caps are not protruding from the driveway



Terms and Conditions

- **Payment:**
 - Any invoice or scheduled payment over 10 days past due will be subject to a late fee of 15%. NosnowNY reserves the right to suspend service when payments become more than 10 days past due.
 - A surcharge of \$30.00 will be applied for any checks returned due to non-sufficient funds.
 - Customer will be responsible for all cost of collection, including without limitation, Court cost and reasonable attorney's fees in the event that it becomes necessary for NosnowNY to resort to legal measures to collect any amount owed.
- **Driveway Marking and Marketing:** The Customer authorizes the installation of pickets that serve to identify the driveway and outline the boundaries of the driveway. Pickets will be removed and collected at the end of the season.
- **Provision for Default and Cancellation:**
 - Either party may terminate this agreement.
 - To cancel services, you need to notify us by the 20th of the month before new billing cycle. On the event of cancellation, the customer will be responsible for all cost of service rendered up to the cancellation date. A final invoice will be sent to the customer within 30 days after notification for balance due. There will be NO Refunds issued for unused time or service set forth by this agreement.
 - NosnowNY reserves the right to cancel its services at any given time if payment is not made within the required time frame.
- **Hazard:** Customer is aware that plowing may not clear their property to bare pavement and that slippery conditions may prevail even after plowing. NosnowNY assumes no responsibility for slip and fall accidents or vehicular accidents as a result of the naturally occurring condition.
- **Sloped Driveways:** If you haven't purchased anti-icing and de-icing services from NosnowNY, it is the Customer's responsibility to keep the driveway free of ice buildup. As such NosnowNY driver will decide to clear the driveway or not depending on the condition of the driveway. NosnowNY is not responsible for any damage caused by a tractor which may slide due to any icy surface.
- **Turf Repair:** In the event that the contractor damages any turf by snow blowing, the contractor will re-seed the damaged turf in the spring during the snow and ice maintenance program season in which the turf damage occurred.
- **Limitation of Liability:** The contractor will exercise reasonable care to avoid damage to pavement, curbs, trees and shrubs. However, the contractor is not responsible for any: A) damage to pavement, landscaping and/or decorative items caused by plowing, snow blowing and piling of snow. B) Damage to items that are snowcovered or not visible. C) Damage caused by equipment when tree, shrub and sidewalk areas are not re-soiled delineated due to snow accumulation. D) Person injuries resulting from slip and fall accidents; and/or E) Acts of Nature, including but not limited to extraordinary weather conditions.