



## Terms & Conditions

Lawn Keepers is a kiwi-owned and operated business. Our aim is to provide a professional, affordable and reliable service. We offer scheduled, fortnightly lawn mowing throughout Auckland. To help us deliver on this, we have outlined below what you can expect from us, and what we ask you, to do in return.

### General

1. It is the client's responsibility to have all areas to be mowed, clear of any objects e.g. toys, furniture, pet waste, debris, rocks, rubbish etc.
2. Lawn Keepers will take all reasonable care when servicing your property. However, except to the extent required by law, Lawn Keepers will not be liable for:
  - a. Damages to any items including furniture, bikes, vehicles, personal items, hanging washing etc.
  - b. Damages to any windows that are 500mm above the lawn or lower – that includes sliding doors, floor to ceiling windows etc.
3. The client shall be responsible and liable, for any damages/injuries to Lawn Keepers staff/contractors/equipment, that is caused from any debris, rocks, glass, metal, sharp objects or materials in the areas to be serviced.

### Payments

Payments are due upon receipt of our invoice. To ensure a continuous mowing service, please keep your account up to date. We accept cash, direct debit, automatic payments, phone and internet banking. We reserve the right to cease service if payment falls into arrears.

### Overdue Accounts

If one mowing invoice goes unpaid, we will suspend all future mows until the previous invoice is paid in full. (Unless prior arrangement is made). Failure to pay any outstanding invoices, will result in the debt being passed on to our collection agency, and all additional fees will be incurred by you.

### Mowing Schedule

Our automated system will email all clients one day before, to advise that your lawn is scheduled to be mowed. Due to circumstances beyond our control, including, but not limited to, adverse weather, equipment failure or ill health. We may be delayed by one day and this could result in our team needing to mow on the weekend.

### Public Holiday's

Due to our mowing schedule, we reserve the right to mow on all public holidays, except for Christmas Day and Easter Sunday. Should you not want us to mow on a public holiday, please inform us so we can skip your property. If you do skip your service, your lawns will not be mowed until the next fortnightly cycle.

### Hours of Service

If your property is at the start of our scheduled route, the team may start from as early as 7.30am to keep us on track. Auckland Council states that the use of power tools from Monday - Sunday (including public holidays) are permitted from 7:30am - 6pm.



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## Postponements

To best maintain your lawn, we recommend sticking to the fortnightly schedule. We understand that sometimes certain lawns do not grow as much, therefore, we allow 4 postponements/skips per year. To postpone/skip a mow, you need to email or text us at least one day before the scheduled service day. Failure to postpone/skip a mow within this timeframe, and we come to your property, a full fee will still apply.

## Placing Account on Hold

After the non-serviced time period, the lawn may have become unmanicured and overgrown. In this case, the initial mow will be assessed, and the price will reflect.

## Access

If we cannot access your property for any reason (i.e. dogs, locked gates, vehicle obstructing etc.) the full fee may still apply. If we are still in the area and you call us to re-visit, then a re-visit fee of \$10.00 may be charged.

## Trampolines And Vehicles on Lawn

Unless there is someone available to assist our operator, we will not move your trampoline or any standalone toys but will do our best to mow around them. If vehicles are parked on the mowing area, and no-one is at home to move them, we will do our best to mow around. Lawn Keepers will not be responsible for any damage to trampolines or vehicles left on or near the mowing areas.

## Communication & Complaints

We pride ourselves on efficient communication. If you are not completely satisfied with the service you are provided, please inform us within 24 hours and we will promptly address any concerns you may have.

## Termination Of Service

Please advise us if you no longer require our services. Phone, text or email us, confirming when your last mow is required, at least one day before your next mow is scheduled. If you have moved properties without informing us, and we continue to service, all invoices are still owed to us, by you.

**Lawn Keepers reserves the right to amend these terms and conditions if and when necessary.**