



Terms & Conditions

Lawn Keepers is a New Zealand-owned and operated business. We aim to provide professional, affordable and reliable lawn and grounds maintenance services. We offer recurring and one-off lawn mowing throughout Auckland, as well as hedge/tree work, weed spraying, green-waste and rubbish removal, overgrown tidy-ups and more. To help us deliver on this, we have outlined below what you can expect from us and what we ask of you in return.

General

1. It is the client's responsibility to have all areas that are to be serviced clear of any objects, e.g. toys, furniture, pet waste, hoses, debris, rocks/pebbles (these can flick up and break windows), 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 as a result of objects left on the lawn or service areas - that includes sliding doors, floor-to-ceiling windows, vehicle windows, etc.
3. The client shall be responsible and liable for any damages/injuries to Lawn Keepers' staff/contractors/equipment that is caused by 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 service, please keep your account up to date. We accept cash, direct debit, automatic payments, and internet banking. We reserve the right to cease service if payment falls into arrears.

Overdue Accounts

If one invoice goes unpaid, we will suspend all future services 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 to our collection agency, and you will incur all additional fees.

Service Schedule

Our automated system will email all clients one day before, to advise that your property is scheduled to be serviced. Due to circumstances beyond our control, including but not limited to adverse weather, equipment failure, or ill health, we may be delayed, and this could result in our team working over the weekend to catch up.

Public Holiday's

Due to our service schedule, we reserve the right to work on all public holidays, except for Christmas Day and Easter Sunday. Should you not want us to service your property on a public holiday, please inform us so we can remove it from our job list. If you are a lawn mowing customer and skip your service, your lawns will not be mowed until the next fortnightly cycle. Please bear in mind that if your lawn becomes overgrown during this time, additional charges may be incurred.



Hours of Service

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

Lawn Mowing Skips

To best maintain your lawn, we recommend sticking to a fortnightly schedule; however, we understand that sometimes certain lawns do not grow as much. To skip a mow, you need to email us at least one day before the scheduled service day. Failure to email us within this timeframe, and we come to your property, a full fee will still apply.

If you choose to skip your service, your lawns will not be mowed until the next fortnightly cycle. Please bear in mind that if your lawn becomes overgrown during this time, additional charges may be incurred.

Placing Account on Hold

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

Access

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

Trampolines And Vehicles on the Lawn

Unless there is someone available to assist our operator, we will not move your trampoline, but we will do our best to mow around and under them. If vehicles are parked in the mowing area, and no one is at home to move them, we will do our best to mow around them. 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. Email us confirming when your last service is required, at least one day before your next service 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.