



Snowtime Removal, Inc

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The cooler nights and rainy days are a sign that winter is not far away. We have a few changes this season regarding our process for “signing up” as well as a few of the operators are changing. We also will have an increase in our pricing as the cost of fuel, wages, and insurance have increased. The new rate schedule is posted on our website.

Our annual form is being replaced by an application form. Please fill out the form and then you will receive a response from us if your application has been accepted. A number of factors go into deciding if a customer will receive services or not (ie. late or non-payment, location, etc.) Those customers that are accepted will receive an invoice for marking shortly after they submit the form. Those that are not accepted will receive an email from us letting them know we can not provide services this coming season.

The marking fee will increase to \$50 this year, and must be paid before any snow markers are placed in the driveway. After signing up with us you will receive an invoice for the marking fee; please do not pay anything until you receive this invoice. **Any driveways without markers will not be cleared.** We ask that everyone signup on our website at http://snowtimeremoval.com/?page_id=213 by October 15th. We will begin marking after the 15th of October and only those invoices that are paid will be marked. **DO NOT MOVE** any of the markers after your driveway has been marked. If any changes to the area to be cleared are needed, please contact us and we will have the operator come out and move the markers. Markers do not need to be raised or moved due to snow depth, as they are only used to define the clearing area for the first removal. **DO NOT MOVE** the markers. We will be rechecking markers periodically before the snow falls to ensure that they are in the correct area. If we have to replace markers due to them being moved we will charge an additional marking fee. We place the markers in the places we do for certain reasons and when they are moved the potential to cause damage to our machines increases exponentially.

Please keep the area within the markers clear of objects as large amounts of snow may fall overnight covering them. The items, especially electrical cords and firewood, have the potential to cause machine damage and/or property damage. The damage to the machines is very expensive to fix and can be very time consuming which effects all customers. Items left in the clearing area or boulders being pulled into the blower because of moved markers can cost thousands of dollars in repairs and delay clearing. So again, please **DO NOT** move the markers and keep the area inside the marked area clear.

We ask that you do not contact the operators directly. The machines are very loud and it is very dangerous, to both you and the operator, to approach them. If there are any issues please call the office or email us and we will take care of it. Even though we may not answer the phone right away, we do get the voicemails and are able to send the information on. Customers that do contact the operator or are malicious towards any staff may be removed from our clearing list. We have most of our operators returning this season and some “older” faces returning. As always there is a slight learning curve to our first couple of removals as operators are getting used to their machines and routes. Please be patient and understanding as they relearn everything.

We try to get to everyone as quickly as possible but there are occasions that make it more difficult, such as large storms, wet storms, wind events, and increased priority driveways to clear. Please check weather and road conditions when you do plan on traveling and plan accordingly. Our crew works long hours until everyone is cleared and we do our best to get to everyone as quickly as possible, while clearing as each individual customer prefers. Check our *Current Reports* page in during clearing days to learn of any breakdowns or issues that may slow our clearing.

Please use the arrival dates form on our website as it is the best way to notify us of an upcoming arrival. Having advanced noticed helps us in prioritizing driveways to be cleared. If we know a residence is occupied or will be, we add it to the priority list to ensure it is cleared in a timely manner. Please keep in mind that during the holiday season many more people are in residence which adds to the time it takes to clear everyone. Your patience is, as always, greatly appreciated during those times. Nightly rentals are automatically placed on a priority list so there is no need to fill in the arrival form.

All invoices are sent out at the beginning of the month and due the 15th. All invoices not paid within 30 days will incur a late fee of 18%. Those that do not pay in a timely manner may be asked to prepay for services and will not receive further services until paid in full.

If you have any questions please don't hesitate to contact us. As always, we are looking forward to a great winter and lots of snow!!

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