

EQUIPMENT

If Applicable, ALPINE SMITH, Inc. will be using a light-weight snow-blowing tractor specifically designed for our snow removal needs (please see the sample picture on the front side of this agreement). ALPINE SMITH, Inc. will install and maintain all necessary reflective snow stakes to ensure that your driveway is cleared to its full width. Following the completion of the winter season, we will remove all installed snow stakes and perform a post season inspection of your property.

EARLY SIGN UP

Your early commitment is greatly appreciated and allows us to begin estimating equipment, supplies and personnel for the upcoming winter season. Please send your agreement and payment to ALPINE SMITH, Inc. as soon as possible to ensure that your driveway is placed on one of our routes.

SATISFACTION GUARANTEED

If at any time you are not satisfied with our service, please contact us to resolve the concern.

SPECIAL REQUESTS

When conducting snow removal, your operator will attempt to clear around parked cars and other obstructions. When these obstructions are moved, we will clear the remaining snow on our next snow clearing day.

Property owners must keep the driveway clear of foreign objects such as trash cans, snow sleds, firewood, newspapers, shovels, etc. These types of foreign objects can do extensive damage to our snow blowers

Special requests to remove snow placed on the driveway from excessive shoveling of roofs, decks, drifts, etc. will be done at an additional charge.

BERMS

The City of South Lake Tahoe plows the roads within the city limits, while the County of El Dorado plows the roads outside of the city limits, and CalTrans plows the highways. Berms created after our operators have cleared a driveway will be removed on our next snow clearing day.

GARAGE DOORS & OTHER OBJECTS

In most cases, our small tractors can safely maneuver within 12 inches of your garage door, car, stairs, bear box, mailbox, vegetation and/or entry. Our operators will remove snow from around these areas to the best of their ability. However, they may decide that the potential for damage to your property does not warrant the risk of removing a few more inches of snow. Metal garage doors seem to be particularly susceptible to damage, therefore we tend to approach metal garage doors with extreme caution and sometimes stay farther away when the snow is wet and heavy.

REPAIRS

If damage occurs as a result of our negligence, ALPINE SMITH, Inc. will repair any property or landscape damage caused by our equipment to its previous condition at no cost to the homeowner. ALPINE SMITH, Inc. will not be responsible for superficial gouges and chain marks resulting from normal snow removal operations. ALPINE SMITH, Inc. will not repair or pay for the repair of driveways that crush or deteriorate due to water saturation or thin asphalt or base. The property owner must notify ALPINE SMITH, Inc. immediately when the damage is first identified so we can make necessary repairs. ALPINE SMITH, Inc. will not reimburse property owners for repairs made by a third party without prior ALPINE SMITH, Inc. approval.

INDEMNIFICATION

Customer will indemnify, defend and hold harmless ALPINE SMITH, Inc., its officers, owners, agents and associates, from any and all claims, demands, losses, causes of action, damage, lawsuits, judgements, including attorney fees and costs, in any way related to the property before, during and after snow removal, unless the claim, demand, loss, cause of action, damage, lawsuit, judgement, including attorney fees, was caused solely by ALPINE SMITH, Inc.'s gross negligence. The El Dorado County Superior Court, South Lake Tahoe Session, shall have exclusive jurisdiction regarding any action arising from this agreement.