

# Crystal Vista Snow Removal

## 2025–2026 Terms & Conditions

**Service Period:** November 1, 2025 – April 1, 2026

**Minimum Service Charge:** \$75 per visit

**Average Residential Rate:** \$90 per visit (driveways & sidewalks)

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## Payment Terms

- A valid **credit card on file** is required for all customers.
  - **Per-Push Customers:** Your card will be charged the day after a snow event.
  - **Seasonal Packages:**
    - Billed on the 1st of each month (Nov–Mar, 5 payments).
    - 5% discount if paid in full upfront.
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## Service Details

- **Driveway Markers:** Installed after contract approval (before Nov 15) and removed by April 1.
- **Snow Pile Location:** Please designate a preferred snow pile area. If not specified, Crystal Vista will choose the placement.
- **Vehicles:** Must be moved prior to service. If not, our crews will clear around them as best as possible.
- **Sidewalks:** Included unless otherwise specified.
- **Salt/Ice Control:** Available on request after snow events and during icy conditions, billed separately.

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## Service Triggers

- **Standard Trigger:** Service begins after **2 inches of accumulation** during the November 1 – April 1 period.

## Long-Duration Storms

- For storms lasting **longer than 8 hours**, Crystal Vista may return mid-storm to maintain accessibility.
- Each additional visit will be billed at **50% of the standard event rate**, unless covered in your seasonal package.

## Large Storms

- Flat rates cover up to **6 inches of accumulation per event**.
- Additional charges apply for larger snowfalls:
  - **6–12 inches:** +50% of your standard rate
  - **Over 12 inches:** 2× your standard rate
- Accumulation is measured using the **National Weather Service** or a designated local source.
- **Large Storms (Seasonal Customers):**
  - For customers on our **Standard Seasonal Package**, rates are based on storms of 6" or less. If a single storm exceeds 6", a surcharge will apply (+50% for 6–12", 2× for 12"+). Customers on our **Premium Package** are fully covered, with no extra charges regardless of snow totals.

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## Additional Visits

- **Street Plow Blockage:** If a city plow blocks your driveway, you may request an extra visit for \$40.
- **Unproductive Visit:** If your driveway/sidewalk is already cleared when we arrive, a \$25 fee will apply.
- **Cancellations:** To cancel service for a storm in progress, you must notify our office at **262-271-2731** before the storm ends.

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## Liability

- While we aim to minimize damage, **minor wear to concrete, asphalt, or curbing may occur.** Repairs are not covered under this agreement.
- Snow removal and ice control **do not guarantee bare pavement;** slippery conditions may persist. Crystal Vista is not liable for accidents (including slip-and-falls) due to natural winter conditions.
- Customers agree to hold Crystal Vista harmless from any claims related to property damage, injury, or contamination from standard ice control products.
- Damage to turf, landscaping, or plantings from plowing or ice control products is not covered.
- Liability terms remain in effect after the agreement ends.