

Ecoscape Outdoor Services Lawn Care Service Agreement

2025

Service Overview

Ecoscape Outdoor Services provides professional lawn maintenance with flat monthly pricing tailored to the unique climate and growing patterns of South Tampa. Your monthly fee covers all regular lawn maintenance visits throughout the year and is determined by the service frequency you choose. Clients who select our standard weekly mowing plan will receive weekly service during the active growing season and bi-weekly service during the dormant season - averaging 39 cuts per year. For clients who prefer weekly service year-round, this option is available for an additional monthly fee. If you choose our bi-weekly plan, we provide service every other week all year long, totaling approximately 24 cuts annually. Each visit includes mowing, edging, trimming, and blowing for a clean, polished look. Additional services such as hedge trimming, weeding, mulch installation, and cleanup are available as custom add-ons.

Cancellation Policy

To keep our scheduling fair and predictable for all clients, we require a year-round commitment for those enrolled in our weekly mowing plan. If you wish to cancel your service, we require at least 30 days' notice in writing. Clients on weekly service who cancel early - before completing a full 12-month cycle - will be subject to an early termination fee, as they will have received more cuts during the growing season than paid for in evenly spread monthly billing. Clients on a bi-weekly plan are not subject to this early cancellation fee but are still required to provide a 30-day notice before discontinuing service.

Included Leaf Cleanup

While our lawn service does not include comprehensive leaf cleanup by default, we do offer a courtesy removal of small quantities of leaves. If you provide a trash can and place it in an accessible location on service days, our crew will fill one trash can with leaves as part of the regular service. However, if there are large amounts of leaves beyond what fits in one can, this will be considered excessive leaf cleanup and billed separately at a rate of \$15 per brown paper bag filled. If you anticipate heavy leaf fall, please notify us in advance so we can schedule the additional cleanup time.

Fallen Branches & Yard Debris

During our regular visits, we will remove small yard debris, such as twigs, small sticks, and loose leaves (see the leaf cleanup section for details), to keep your yard looking tidy. However, large branches, multiple fallen palm fronds, or storm-related debris are not included in routine lawn care. If your yard has experienced heavy debris from weather or other sources, please notify us in advance so we can schedule the extra time and equipment needed. These types of cleanups incur an additional fee, with a \$100 minimum for organic debris such as palm fronds and branches, and a \$150 minimum for non-organic debris such as trash, dirt, concrete, or construction waste.

Pet & Gate Policy

To ensure smooth access and the safety of both your pets and our crew, we ask that all gates be unlocked and accessible on your scheduled service day. Additionally, please secure any pets indoors or in a separate, fenced area away from where we'll be working. If our team cannot access the property due to a locked gate or the presence of an unsecured animal, we will service only the accessible areas. If we cannot perform the service due to these issues, the visit will still be charged and we will not return to complete the service once the issue is resolved.

Obstructions Policy

In order to keep our routes efficient and avoid scheduling delays, we do not move personal property such as vehicles, toys, outdoor furniture, or decorations. If any part of your lawn is obstructed during our visit, we will mow around the obstruction. We will not return at a later time to service these missed areas. To receive full service on each visit, please ensure your yard is clear of all such obstructions before your scheduled day.

Dog Waste Policy

Excessive dog feces create sanitation issues and make it unsafe for our team to service your property. We kindly request that all dog waste be removed from the lawn prior to our arrival. If your yard has excessive feces at the time of service, our team may either skip your service entirely or apply an additional cleanup fee if the waste must be removed in order to complete the work.

Weather-Related Delays

In South Tampa, weather conditions can sometimes impact our ability to safely and effectively provide service. If there is heavy rain, flooding, or severe weather, we may need to reschedule your service. Mowing a lawn when it's excessively wet can cause serious damage, including ruts in the soil, tearing the turf, and promoting fungus or disease. For that reason, we will not mow in unsafe or overly wet conditions. Our team makes every effort to keep your service day consistent, but safety and lawn health are our top priorities. In these cases, we will return as soon as conditions allow, typically within a few days.

Seasonal Residents & Temporary Suspensions

We understand that some clients may only reside in their homes during part of the year. If you are a seasonal resident, you may request a temporary suspension of service. However, to keep your spot on our route and preserve your billing structure, monthly billing will continue during the suspension unless otherwise arranged and agreed upon in writing ahead of time. We are happy to accommodate these requests if discussed proactively.

Irrigation System Disclaimer

While we take great care around all irrigation components, Ecoscape is not responsible for damage to improperly installed systems. If your irrigation heads or pipes are sticking out of the ground, not flush with the soil, or otherwise exposed in a way that makes them vulnerable during mowing or trimming, and one is accidentally damaged, you may be charged a repair fee. However, if an irrigation head or system that has been properly installed and maintained is accidentally damaged by our team, we will repair or replace it at no charge - typically within 24 hours, depending on part availability. We always strive to handle any such issues promptly and professionally.

Licensing, Insurance & Property Protection

Ecoscape Outdoor Services is a fully licensed and insured company. While we always operate with care and professionalism, we understand that accidents can happen. If any damage occurs to your home, vehicle, fence, or other property during the course of our work, we will make every reasonable effort to repair it promptly. If we are unable to repair the damage directly, the issue will be handled through our insurance policy to ensure proper resolution. A copy of our current insurance policy is available for download at any time by visiting our website at www.ecoscapeoutdoor.com.

Dispute Resolution

We strive for 100% client satisfaction and stand behind the quality of our work. If you're ever dissatisfied with a service visit, we ask that you notify us within 24 hours. We will review the issue and, if necessary, schedule a return visit to address any problems. Our goal is always to resolve concerns quickly and fairly so you can feel confident and cared for.

By signing up for Ecoscape Lawn Care Services, you agree to the terms above. We look forward to serving you and keeping your property looking its best all year long!