



**Our Pet , Children , and Gate Policy** - We take child and pet safety and security very seriously. We strive to work with the homeowner to ensure the safety of their children and pets. Clearly identifying the home owner as the primary party responsible for the safety of these loved ones, before, during, and after the service is a top priority in providing true security. We will diligently request and demand of our crews that they always close gates, and doors behind them, but this alone is not nearly enough effort to ensure the security of our children and pets. It is our position that the customer is expressly responsible for ensuring that all children and pets must be removed from the service area(s) at the time of service, and cannot accidentally make their way back into the service areas during a service. After the service is complete, the customer is expressly responsible for the securing of all gates, pool gates, garage doors, and property doors prior to releasing children or pets back into these areas. This can be either directly after the service, or many hours or perhaps days later upon returning back to their property.



**Aggressive pets** - Even though pets may be friendly with their owners or acquaintances, their nature is to protect, and their behavior around strangers and foreign lawn equipment can be unexpected and aggressive. For the safety of your pets, children, and our employees the

crews are instructed to avoid working in any areas where any of these loved ones are present to minimize the possibility of any injuries coming to them or our work crews. Please make sure the areas are clear when our crews come to perform work.



**Financial considerations** - Unless a customer has paid for additional " DAY " scheduling costs, we are not liable to refund any part of the service costs for areas that cannot be completed due to the presence of a pet or child, and no discounts will be awarded for un-serviceable areas due to a pet or child being in the service areas. A vast majority of our services are priced and sold on a first come, first served "QUE" scheduling basis. A customer who purchases "QUE" scheduled service is not guaranteed prior notice before a service, nor an appointment time. As a courtesy we may email or text notification of an impending visit. Any arrival times that are given, if they are requested by the customer, are specific only as to what " day " of the week, and perhaps as a morning or afternoon appointment. This is as specific as we can be. This time is only our best estimate and best intention for an arrival window. They are not appointments. If a customer requires specific appointment times, this absolutely costs extra and must be requested by the customer. This is called a " DAY scheduled appointment." Due to weather, equipment break downs, and other constantly present challenges Depot Lawncare chooses not offer its loyal customers a myriad of inaccurate arrival times and prefers to offer them accurate day of the week arrivals times as either morning or afternoon. That type of commitment we can actually commit to, and deliver upon.



**Liability considerations** - If you have a pet or child, it is your responsibility to ensure that all access to the the service areas are secure prior to releasing them back into that area. Though our crews work diligently to close gates behind them, we are not the primary party responsible for ensuring the proper safety of your pets and children. The customer is the primary party responsible for securing the safety of their pets and children. I think most parents and care takers across the board would agree with this statement. And would also also agree that the lawncare care service provider is not the primary party responsible for the safety of their children and pets



This is especially true for pets as they can easily escape from their property when released into their yards if gates, doors, or garage doors are not properly secured. Especially so if one or more of the gates or doors present any type of closure issues or complications. Especially so if the access requires any type of special instruction to secure. Especially so if there is an established history or any issues with that particular gate, door, or pet. We will do our very best to close gates, doors and garage doors after a service, but the customer must be primarily responsible to ensure their gates and doors are secure prior to releasing pets out into a yard. We understand that this may be inconvenient for the home owner but we believe this is the only way to appropriately ensure that this type of event is avoided. Here in the office, we have very little control or ability to ensure that out of the 40 - 50 gates and doors that our crews open on a daily basis, not a door or a gate will be left improperly secured. We believe pet safety is not an inconvenience but a responsibility. We will work as hard as we can to protect our and your beloved pets. The best way we can do this is to communicate these responsibilities to the pet owners so they do not incorrectly assume that their gates and doors will be secured properly

each and every time.



**Legal considerations** - We will not be responsible for gate related issues such as lost pets or property theft that may ensue due to a gate that a home owner asserts was not properly closed or locked by our company. We will help you look for your lost dog or pet. And we will provide all relevant and helpful information that we can provide if your property is burglarized or vandalized at any time near any one of our service visits. It should be noted that other parties such as utility companies, other service companies, other guests to the home, burglars, or even the pets or children themselves also have access to these gates and doors at announced, and unannounced times.



**Notifications** - We do however welcome all notifications of when these events occur. These notifications help us to work together with you and our crews to better protect our loved ones whether they be children or pets. If you have experienced such an event, or need to discuss any details of this policy, or need to add any special request notes to your work order as they relate to your children, pets, or gates, please email us at :

**depotlawncare@gmail.com**

or

<http://www.depotlawncare.com/contact-us>

Thank You

Depot Lawncare Staff



