

DULTA Snow Removal Terms of Service

Last updated: January 2026

1. Services Provided

DULTA Snow Removal provides residential driveway snow removal under a seasonal snow removal pass. Service is triggered when snowfall reaches 5 cm or more, as measured using local weather data. Service is typically performed overnight. Premium Pass customers receive one clearing before 7:00 AM and one follow-up clearing after 7:00 AM if required.

2. Seasonal Agreement & Billing

The snow removal pass is a seasonal agreement billed monthly at a flat seasonal rate. All invoices must be paid according to the stated terms. Failure to pay may result in suspension or termination of service. No refunds or credits are provided for missed service due to weather extremes, blocked access, or conditions outside our control.

3. Snowfall Measurement

Snowfall amounts are determined using local weather stations. Individual property measurements do not determine service eligibility.

4. Customer Responsibilities

Customers agree to move vehicles to the right side of the driveway, maintain at least 12 feet of clearance, mark hazards using pickets provided by DULTA, tie back low-hanging branches, and keep access areas clear and unlocked. Failure to meet these responsibilities may limit or prevent service.

5. Vehicles & Blocked Access

If a vehicle or obstruction blocks access, service cannot be completed. The visit will be rescheduled subject to availability, with no guaranteed completion time. Missed service due to blocked access is not eligible for refunds or credits.

6. Snow Placement

Snow will be placed on the driveway where space allows or at the end of the driveway as coordinated with the customer. DULTA is not responsible for snow relocation, drainage issues, or visibility concerns after placement.

7. Property Limitations & Surface Conditions

Gravel areas are generally avoided; final judgment rests with the operator. Complete snow removal may not be possible due to ice, frozen slush, packed snow, unmarked hazards, or blocked access. Some snow or ice residue may remain to protect surfaces and ensure safety.

8. Damage & Liability Disclaimer

Snow removal involves inherent risks. DULTA is not responsible for damage to unmarked obstacles, hidden surfaces, gravel displacement, or pre-existing defects. By enrolling, customers acknowledge and accept these risks.

9. Ice Control & Slip Liability

Ice control and salting are not included unless explicitly stated in writing. DULTA is not liable for slips, falls, or injuries caused by winter conditions before, during, or after service.

10. Service Interruptions & Force Majeure

DULTA is not liable for delays or service failures caused by extreme weather, equipment issues, road closures, municipal emergencies, or other events beyond our control. Service will resume when conditions safely allow.

11. Communication

Customers are notified prior to service when possible. During snow events, response times may be delayed due to operational demands.

12. Termination

DULTA may suspend or terminate service for non-payment, repeated blocked access, failure to meet customer responsibilities, or unsafe or abusive behavior. Seasonal agreements are non-cancellable once the season has begun unless otherwise agreed in writing.

13. Governing Law

These Terms of Service are governed by the laws of the Province of Ontario, Canada. Any disputes shall be resolved in Ontario courts.

14. Acceptance

Enrollment in or use of DULTA's snow removal services constitutes acceptance of these Terms of Service.

DULTA Snow Removal
Hamilton / Stoney Creek, Ontario