

Clearway Property Care Inc.

Cancellation Policy

Last Updated: December 09, 2025

1. General

This Cancellation Policy outlines the terms and conditions that apply when a customer ("you", "client" cancels a One-time service, prepaid service and/or recurring plan with Clearway Property Care Inc. ("Clearway", "us", "we"). Its purpose is to ensure fairness, transparency, and consistency in how cancellations are handled. By defining notice requirements, applicable fees, and situations where cancellations may occur, this policy helps protect the time, resources, and staffing commitments allocated to each service.

This policy applies to all clients and all services provided by Clearway Property Care.

1.1. One-Time Services

One-time services are individual, standalone tasks scheduled and completed on a single visit. These services do not form part of an ongoing plan or recurring maintenance schedule. One-time services are billed separately, may be priced based on factors such as property size or condition, and require full payment at the time of booking unless otherwise stated. Availability is subject to weather, operational capacity, and the specific conditions of the property at the time of service.

Client-Initiated Cancellation

- Cancelling before service delivery: **10% cancellation fee** (calculated as 10% x cost of service before applicable taxes)
- Cancelling within 24 hours of the scheduled appointment may result in an additional **10% short-notice cancellation fee, for a total of a 20% cancellation fee** (calculated as 20% x cost of service before applicable taxes).

There is no fee to reschedule a service.

Clearway-Initiated Cancellation

Clearway may cancel if:

- Conditions are unsafe, including bad weather
- Access is obstructed
- Actual service scope differs significantly

Refunds:

- Full refund unless cancellation is caused by client conditions discovered upon arrival at service address. In such cases where the cancellation is initiated by Clearway due to client conditions, a 25% cancellation fee applies (calculated as 25% x cost of service before applicable taxes).

Examples:

Example 1 – Client Cancels	Example 2 – Unsafe Property	Example 3 – Clearway Cancels (Operational Issue)
<ul style="list-style-type: none"> • One-time gutter cleaning: \$189.99 + taxes • Client cancels after paying but before service is performed • 10% fee: \$19.00 • Refund issued: \$170.99 	<ul style="list-style-type: none"> • One-time hot tub clean: \$239.99 + taxes • Technician arrives, discovers unsafe electrical setup • Service cannot proceed • 25% fee applies: \$60.00 • Refund: \$180.00 	<ul style="list-style-type: none"> • One-time lawn cut: \$59.99 • Clearway cancels due to equipment breakdown • Full refund: \$59.99

Cancellation fees are charged to cover administrative expenses, payment processing fees, equipment mobilization and other expenses related to the cancellation of the service or plan.

1.2. Recurring Plan Minimum Term Requirements

In alignment with Section 1.6 of our Terms & Conditions, Clearway offers two types of recurring service commitments with minimum term commitments.

1.2.1. Recurring Plans – Minimum 12-Month Commitment

Applies to:

- Core Maintenance Plan
- Complete Care Plan
- Premium Care Plan
- Exterior Maintenance Plan
- Custom Plans (as agreed upon in writing)

These renew **indefinitely month-to-month** after the first 12 months unless cancelled.

1.2.2. Seasonal Plans – Minimum 6-Month Commitment

Applies only to:

- Seasonal Snow Plan (May 1 to Oct 31)
- Summer Care Plan (Nov 1 to Apr 30)
- Custom Plans (as agreed upon in writing)

These do NOT renew after the 6 month service period

1.3. Seasonal or Recurring Plan Cancellation Within Minimum Term (6 or 12 months)

A **20% cancellation fee** applies to the remaining value of the required minimum term.

Monthly Billing Formula

Remaining value = Monthly rate × (minimum term – completed months)

Cancellation fee = 20% × remaining value

No refund will be issued. You will be charged the cancellation fee at the time of cancellation on the original method of payment.

Example:

Client cancels their monthly Complete Care Plan 5 months into 12 the month minimum term.

Remaining value = \$219.99 × (12 months - 5 months) = \$1,539.93

Cancellation fee = 20% × \$1,539.93 = **\$307.99**

Paid-in-Full Formula

Remaining value = Total minimum-term price – value of months serviced at monthly rate

Cancellation fee = 20% × remaining value

Refund = Remaining value – cancellation fee

Example:

Client cancels their paid-in-full Complete Care Plan 5 months into 12 the month minimum term.

Remaining value = $(\$219.99 \times 12 \text{ months}) - (\$219.99 \times 5 \text{ months}) = \$1,539.93$

Cancellation fee = $20\% \times \$1,539.93 = \mathbf{\$307.99}$

Refund = $\$1,539.93 - \$307.99 = \mathbf{\$1,231.94}$

Cancellation fees are charged to cover administrative expenses, payment processing fees, equipment mobilization and other expenses related to the cancellation of the service or plan.

There is no fee charged for cancellations initiated by Clearway, unless caused by client conditions.

1.4. Cancelling After the Minimum Term (12 months)

After completing the 12-month minimum commitment:

- Client may cancel their recurring plan at any time with **no cancellation fee**
- If the current month has already been serviced, that month remains payable
- Plan ends after that billing period

1.5. Missed Visits & Weather-Dependent Cancellations

A visit may be deemed completed if Clearway cannot perform the service due to:

- Locked gates
- Blocked driveways or walkways
- Unsecured pets
- Unsafe conditions
- Client-caused delays

Outdoor services may be delayed or canceled due to unsafe or impossible weather conditions. Refunds are only issued if Clearway is unable to deliver the service for the remainder of the season. If a scheduled visit is missed due to weather or other uncontrollable conditions, Clearway will make reasonable efforts to reschedule the service within the same service cycle.

However, **no refunds, credits, or service extensions will be issued for plan holders** when weather or other uncontrollable situations prevent service delivery. Seasonal plans are priced and structured with anticipated weather-related interruptions in mind.

1.6. Termination of Service

We may terminate ongoing service at any time if conditions become unsafe, if access is repeatedly denied, or if payments are outstanding. You may terminate recurring services with written notice, subject to the cancellation policy.

1.7. Refund Processing

Approved refunds are issued within **5–10 business days** to the original payment method.

1.8. How to Cancel

Contact Clearway to cancel services:

- **Email:** support@clearwaypropertycare.ca
- **Phone:** (613) 219-6335

1.9. Acknowledgment

Clients agree to this Cancellation Policy when subscribing to any Clearway service plan or booking any one-time service.