



Knightsbridge Standard Service Agreement

(‘the Agreement’)

Version 2024

Knightsbridge Enterprises Inc. ('Knightsbridge') is a leading building cleaning and maintenance specialist that operates under the trade name 'Knightsbridge Property Services'. We carry a \$5,000,000 General Liability Insurance Policy with Special Risk Insurance Managers (Policy #SR056557) and all our workers have full WorkSafe BC coverage (#200075220). Please contact our office if you require a copy of the Certificate of Insurance and WCB Clearance Letter.

We are proud to serve local communities for over 40 years with safe records and customer satisfaction thanks to our service agreement. Please take a moment to read and ensure all terms and conditions are understood so we can serve you better.

By approving quotes presented by Knightsbridge, the client agrees to all the terms and conditions in this Agreement. The client also agrees that Knightsbridge will be covered under its own insurance for any such matter relating to gross negligence, or damages inflicted by our staff within the field that are proven with us at fault beyond doubt.

1 Quotes, Acceptance and Cancellation

1.1 Quotes and Acceptance of Quotes

We honour our quote for a period of 6 months unless otherwise specified, assuming no major condition changes. Knightsbridge reserves the right to withdraw its quotes at any time prior to acceptance. Knightsbridge also reserves the right to withdraw or modify the quote, if there is a material change in the site condition over time or in the costs (or the prediction of it) of its labour or material. In such an instance.

1.2 Cancellation of a Booked Job

In the event of cancellations that occur within a week of service commencement, Knightsbridge has the option to invoke a cancellation fee at our own discretion. The structure of this charge may vary, and may include a percentage of the quoted price, or the wages required to cover the costs of allocated labour.

1.3 Additional Work

Any additional work that is required by a client must first be approved in writing by the client's respective broker or property manager. Knightsbridge is eligible to suspend and/or discontinue these extra services until the aforementioned written consent is provided. Alterations to our contracted service, or acceptance of our standard contracted service, will only be accepted when provoked directly through communication with the property manager of the respective strata.

2 Safety is our Number 1 Priority

2.1 Safety for Knightsbridge On-site Staff

We wish to ensure a safe work environment for our staff. Our workers have the right to refuse work that is deemed 'unsafe' by Worksafe BC ([weblink](#)). Please have the residents to remove any matters can impose danger to our staff, such as animal feces, before our staff attending the site.

2.2 Safety for Residents

We urge the residents to avoid transpassing and stay away from the working site. We urge the residents to practise extra caution around our crew. A lot of times our crew have to wear ear plugs and cannot hear well. Or othertimes, they will be on a ladder or on the roof. Any interruption could be very dangerous. We recommend all communication to be directly to our office contact provided on our warning notice and on our website.

3 Private and Personal Properties

3.1 Reasonable Care

We highly recommend customers to take away personal properties around the work site before we attending the site. Knightsbridge will practice care when working in proximity to private and personal properties. During the proceeding of our work, plants, flowers, and other types of foliage may be damaged. Outside of gross negligence, we do not claim responsibility for

damage incurred. Issues related to this type of damage may be settled directly with the resident in question and Knightsbridge.

3.2 Access

Certain scenarios will require our staff to gain access to private enclosed properties. In order to do so, we have the right to request a site contact as a means of entry. In the event that the contact in question is absent, without prior notification, therefore impeding our service, we do have the ability to consider presenting the client with a surcharge for the unnecessary time and resources spent.

4 Operation Results and Warranty

4.1 Warranty

We are pleased to provide warranty for our services. In the event that our crew is called to attend to an issue that directly relates to our warranty and/or a noted deficiency in tandem with a service that is not covered by either of these aforementioned no-charge provisions, additional service charges may still be enacted relating to the call-out and labour needed to cover the cost of the extra service.

Our gutter clearing warranty does not include any repairs and is not valid for any gutters overflowing due to improperly installed down-pipes, failed caulking, gutters at an improper pitch to allow free flow to the down-pipe, clogged drain tile or any deficiency or failure of the system.

Unless otherwise specified, each of our services aligns with a seven (7) day warranty period wherein all deficiencies noted by council members, residents, business owners, or property managers must be reported within a period of seven days. If these issues are collaboratively implied as putting Knightsbridge at fault, they will be resolved within the boundaries of the contracted service within two weeks.

Exempted from warranty are all work in which other contractors are involved as well as problems reported by clients and customers that are deemed un-correlated with Knightsbridge's service by their representative.

Should there be a disagreement or a dispute between the parties hereto with respect to the quality of, or defects in Knightsbridge's work, the dispute shall be referred to a single arbitrator pursuant to the Commercial Arbitration Act of British Columbia, and the cost of this arbitration shall be split equally between Knightsbridge and the Owner(s). The determination of such arbitration shall be final and binding upon the parties hereto.

4.2 Water Ingress

With regard to all forms of building, window, skylight, siding cleaning and roof treatments and cleaning Knightsbridge will not be responsible for water ingress to building structures or sealed glazed units due to a failure to secure windows, doors and skylights or the failure of any seals, flashing, siding, fascia, roofing

materials or caulking. We do not warrant against, and should not be held liable for, any damage resulting from the future appearance, growth, or infestation of water, moisture, mold, mildew, or algae, which may be deemed to be a result of, or related to, the work undertaken. Any issues that are deemed as corresponding with potential gross negligence on the behalf of Knightsbridge, or damage that requires correction immediately, must be submitted in writing within seven (7) days of the project's completion.

4.3 Terms Specific to Salting and Snow Removal Services

The services noted above will be performed at the discretion of Knightsbridge in advance, during and after an active storm depending on storm severity. We are not in the business to over service your property. We are professional, calculated and do our best to only service your property when required. If we arrive at your property and we feel service is not required, we will not service your property, nor will you be charged for our assessment time or call out.

Knightsbridge will exercise our best judgment in providing the services needed based upon existing conditions and future weather forecasts provided by Environment Canada and/or The Weather Network. The Customer is aware that weather conditions in their area may change rapidly and without notice. Changes in weather conditions are an "Act of God" and Knightsbridge assumes no liability for such "Acts of God".

In the unlikely event there is a shortage of De-Icing Agents in the region (similar to 2010/2015), Knightsbridge reserves the right to mitigate and apply other products (ie: sand or sand/salt mixture) to ensure the Customer's safety. If other surcharges should occur during the Salt De-Icing Agent shortage, Knightsbridge reserves the right to pass on these additional costs to the Customer. This applies to both hourly and "Per Visit Cost" Agreements. Any residual clean up, such as power washing after the fact will be at the clients expense and not the company's.

It is also understood, depending on the length and severity of the inclement weather, it may take Knightsbridge varying amounts of time to fulfill all work covered under this Agreement.

PROVISIONS FOR DEFAULT AND CANCELLATION:

Either party may terminate this agreement at any time with a 15 day advance written notice. Cancellation date will be 15 days after such notice is received by either party. In the event of such cancellation, the Customer will be responsible for all costs of services rendered up to the cancellation date. A final invoice will be sent to the client 15 days after the cancellation date for balance due. If an account is unpaid we reserve the right to cancel service.

ADDITIONAL WORK AND CHANGE ORDERS:

Any additional work required or ordered by the Customer outside the scope of this agreement shall be set forth in email to admin@knightsbridgeps.com and the price for such shall become due and payable as agreed upon between Knightsbridge and the Customer. Knightsbridge, their employees, subcontractors and agents are NOT authorized to perform any additional work or to enter into any agreement to perform additional work unless agreed to in writing by the management of Knightsbridge Property Services through a properly executed change order.

SUB-CONTRACTING:

Knightsbridge may, at its discretion, engage sub-contractors to perform services. Knightsbridge shall fully pay said sub-contractors and in all instances remains responsible for the proper completion of this agreement.

The Customer must notify Knightsbridge within 24 hours of any damages. Failure to report damages constitutes a waiver and Knightsbridge is released from liability. The Customer understands that shoveling or de-icing of a location may not clear the area to "bare pavement" and that slippery conditions may continue to prevail even after shoveling and the application of de-icing materials has occurred. The Customer understands that Knightsbridge assumes no liability for this commonly occurring condition. Customer agrees to defend and hold harmless Knightsbridge for any and all trespasses or suits that may arise as a result of this commonly occurring condition.

The customer also covenants and agrees to save Knightsbridge harmless from any and all claims, damages, costs and liability incurred in connection with the services provided to the customer and, without limiting the generality of the foregoing, to indemnify and save Knightsbridge harmless from all claims, damages, costs and liability whatsoever incurred by Knightsbridge in performing its responsibilities hereunder and to protect Knightsbridge against any and all such claims, damages, costs, and liability in the same manner and to the same extent as the customer, unless such claim, damage, cost or liability is caused by the gross negligence or willful misconduct of Knightsbridge.

Service dates do not include Christmas Eve, Christmas Day, New Years Eve, and New Years Day. All charges will be taxed according to tax laws at time of service call. The above and attached (if any) specifications and conditions are satisfactory and are hereby accepted. Knightsbridge Property Services is authorized to complete the work as specified. Payment will be made in accordance with the terms set forth in this agreement.

5 Invoice, Payment and Refund

Knightsbridge requires all invoices are paid within 30 days. If this time period elapses following the completion of the work, we do reserve the right to apply additional Interest charges of up to 5% monthly.

This payment term is not affected by warranty claims. If there is a dispute on the invoice, a mutually agreed portion that is no less than 50% of the total invoice amount should be remitted first.

6 Miscellaneous

6.1 Sandwich Boards

Agreement to this contracted work includes permission to use Knightsbridge sandwich boards or other identification tools for safety and work awareness without further consent.

6.2 Social Media

Agreement to this contracted work includes permission to use building images for social media and website marketing without further consent.