Little Landmines Pet Waste Removal

Service Policies and Agreement

Service Policies & Client Agreement

By signing up for service with Little Landmines Pet Waste Removal, you acknowledge and agree to the following policies. These guidelines are in place to ensure safe, consistent, and fair service for all clients, pets, and technicians.

Billing & Payments

Payments for services are processed monthly as a monthly average through our secure payment provider, Stripe. Little Landmines does not store full credit card information. We do not collect credit card details over the phone unless absolutely necessary, as we do not retain full account numbers. Recurring clients are billed monthly for services scheduled during that billing period. If a scheduled payment fails, our system will automatically attempt any additional payment method you have previously entered on your account. This helps prevent service interruptions and delays in billing. If no alternative payment method is available or the payment remains unsuccessful, service may be paused until payment is resolved. Clients are encouraged to keep payment information up to date to avoid disruptions. If multiple payment attempts are unsuccessful, service may be paused until the outstanding balance is resolved. Any outstanding balances for services already rendered remain due, even if service is discontinued.

Payment is due according to the terms of your invoice. Accounts with balances outstanding more than thirty (30) days may be subject to late fees. If a balance remains unpaid after reasonable attempts to collect payment, the account may be referred to a third-party collections agency. The client may be responsible for any fees associated with collection efforts, where permitted by law.

By maintaining a payment method on file, you authorize Little Landmines to charge that method for any outstanding balances for services rendered. In the event of a failed payment, we may continue to attempt the card on file for up to sixty (60) days. These attempts may be spaced out over time. To avoid unexpected charges, clients are responsible for keeping their payment information current, as any approved transaction may process once funds become available.

First Visit, One-Time Visits & Service Time

Your first visit is priced the same as your regular service and includes up to thirty (30) minutes of service time. We do not automatically assume a yard requires heavy-duty cleaning. If accumulated waste requires additional time beyond what is included, additional time is billed at $10 per 15 minutes.

One-time visits include up to one (1) hour of service and follow the same overage rate if additional time is required. We will send an invoice for any additional time so you can review it first. If the invoice is not paid by the due date, the balance will be automatically charged to the payment method used for your original deposit.

Price Matching

We’re happy to consider price matching as part of our commitment to fair and transparent pricing. To qualify, a verifiable written quote or publicly posted pricing must be provided. Quotes submitted via text message, verbal estimates, or without verifiable business information do not qualify. Price matching is based on an “apples to apples” comparison. The competing company must be properly licensed and insured in the state(s) they operate and must be offering comparable services, including service frequency, number of dogs, yard size, and overall scope of work. Because our pricing reflects licensed and insured operations, consistent service standards, and fair compensation for our technicians, rates that fall significantly below market value or do not represent a sustainable, professional service model may not qualify. We reserve the right to decline any price match request that does not meet these criteria.

Yard Access & Locked Gates

Clients are responsible for ensuring yard access on scheduled service days. Gates must be unlocked, or clear access instructions must be provided in advance. If a technician arrives for a scheduled visit and cannot safely access the yard due to a locked gate, missing access instructions, or other barriers, the visit is considered complete. Technicians have already traveled to the property and reserved time on their route. Service will resume on the next scheduled visit once access is available. If a gate is unlocked later in the day and the technician is still in the area, they may choose to return at their discretion; however, return visits are not guaranteed.

Our technicians service areas that are safely accessible during a normal visit. We do not crawl under decks, porches, sheds, trampolines, or other structures. Waste located under structures will only be removed if it can be safely reached with our rake or tools.

Service Timing & Completion Window

Service is scheduled for a specific service day; however, Little Landmines reserves a twenty-four (24) hour completion window to accommodate emergencies, weather conditions, traffic delays, equipment issues, or other operational needs. Services completed within this window are considered on-time.

Pets & Safety

Friendly dogs may remain in the yard during service. However, if a dog shows signs of aggression, anxiety, or otherwise presents a safety concern, clients may be asked to secure pets indoors during service. If a dog bites or injures a technician, service may be suspended or discontinued immediately for safety reasons.

If a dog is outside when it was communicated that the yard would be clear, or if a technician feels uncomfortable or unsafe at any time for any reason, Little Landmines reserves the right to skip or discontinue service at that property. The safety and well-being of our technicians is a priority. In the event of any bite, attempted bite, or aggressive behavior: The visit will be stopped immediately, and the technician will exit the property. The incident will be documented in accordance with company policy. Clients will be required to ensure all pets are securely contained prior to future visits. If a bite results in any break in the skin, the incident may be reported to local animal control or public health authorities in accordance with standard safety protocols and local regulations. This process is used to verify rabies vaccination status and ensure appropriate follow-up.

Property Conditions & Liability

Little Landmines is not responsible for damage to lawns, landscaping, sprinkler systems, or personal property that is not visible or is concealed by grass, leaves, snow, debris, or terrain conditions. Clients are responsible for maintaining a reasonably safe and accessible yard for service. To ensure we can effectively locate and remove all pet waste, we ask that grass be maintained at 5 inches or below. Keeping grass at a manageable height also helps protect our technicians from potential hazards such as ticks, snakes, and other pests. Areas with excessively tall grass may be skipped at the time of service to ensure the safety of our staff.

Waste Removal & Disposal

Pet waste is collected and double-bagged in accordance with EPA standards. Whenever possible, bagged waste is placed in the client's designated trash receptacle. If the trash receptacle is not accessible at the time of service, bagged waste will be left in a visible, reasonable location near the home, such as by the garage door or another clearly identifiable area.

In very limited or special circumstances, waste may be removed from the property at Little Landmines' discretion. Disposal methods may vary based on service type, location, and operational needs.

Weather & Seasonal Conditions

Little Landmines provides service year-round whenever conditions allow. In cases of extreme weather, including snow, ice, heavy rain, or unsafe temperatures, service may be skipped. The first weather-related skipped visit is not credited, as accumulated waste typically requires additional labor on the following visit. If multiple visits are skipped consecutively due to weather, credits may be applied to the account at our discretion. Once conditions safely improve, service will resume on each client's next regularly scheduled service date. * Weekly clients will resume on their next weekly service day. * Biweekly clients will resume on their next biweekly service day. This may result in approximately one month between visits. * Monthly clients will resume on their next monthly service day. This may result in approximately two months between visits. We understand that extended time between visits can lead to heavier accumulation. When possible, we review routes after weather events and may attempt to accommodate delayed biweekly or monthly services. However, due to route structure and overall workload, off-schedule make-up visits cannot be guaranteed.

Holiday Service Policy

Little Landmines operates year-round and does not typically skip service due to holidays. When a service day falls on a holiday, we make every effort to complete service the day before or the day after.

In the rare event a holiday results in a skipped visit, our standard service policy applies: the first skipped visit is not credited, as accumulated waste is collected during the next service. Credits apply only if multiple consecutive visits are skipped. Clients will be notified of any holiday-related schedule changes whenever possible.

Service Updates & Communication

Little Landmines provides service updates, route interruptions, weather-related changes, and important notices through our client app and official social media channels. These platforms are the primary source of real-time information during service interruptions or operational changes.

During these times, individual emails or text messages may not be sent. Clients are responsible for checking the client app and our social media pages for the most current service information.

Paused Service & Vacations

Clients may request to pause service or skip a visit by providing advance notice. Credits are issued only when pets are fully absent from the property during the scheduled service window.

Service Scope

While we strive to provide thorough and professional service, complete removal of all pet waste cannot be guaranteed due to ground conditions, weather, visibility, or accumulation levels at the time of service.

Client Communication

Clients are responsible for keeping their contact information, billing details, access instructions, and pet information up to date. If a new dog is added to the household and Little Landmines is not notified in advance, Little Landmines reserves the right to adjust pricing accordingly and retroactively charge the card on file for services already rendered based on the updated pet count.

Technician Authority

Little Landmines technicians are not authorized to modify service schedules, pricing, billing, credits, cancellations, or company policies. Any changes to service must be requested through the Little Landmines office or official communication channels.

Service Concerns

If a client believes a visit was missed or incomplete, concerns must be reported within 24 hours of the scheduled visit so we can accurately review and address them. Visibility of waste may be impacted by grass height, clippings, leaves, or other yard conditions. Due to the nature of outdoor environments, yard conditions can change quickly from pet activity, weather, lawn care, or other factors outside of our control. For this reason, concerns reported after 24 hours cannot be verified and are not eligible for review, re-service, or

adjustment. We are happy to review and address any concerns reported within this timeframe.

Right to Refuse or Discontinue Service

Little Landmines reserves the right to refuse or discontinue service at any time due to unsafe conditions, repeated access issues, nonpayment, or inappropriate behavior toward staff.

Policy Interpretation & Updates

Verbal agreements or statements do not modify these policies. Any exceptions must be approved by Little Landmines in writing. Little Landmines reserves the right to update service policies as needed. Clients will be notified of material changes.

Cancellation of Service

Service may be started or discontinued at any time. All cancellations must be submitted through Little Landmines' official cancellation process. Notifications provided directly to technicians do not constitute formal cancellation.

Acknowledgment

By enrolling in service, the client confirms that they have read, understand, and agree to the policies outlined above.