



ALWAYS HERE, ALWAYS LOCAL.

SNOW REMOVAL

2026-2027 CLIENT GUIDE

*Clear expectations. Reliable service.
Professional winter access for your cabin.*

PROUDLY IN OUR 21ST YEAR
Full-Service Cabin Care | Year-Round

A note about our 2026-2027 pricing

Snow-removal pricing has been updated for the 2026-2027 season to reflect inflation and the rising costs of doing business, including trained labor, fuel, insurance, equipment, maintenance, parts and keeping backup machines ready throughout winter. Pricing also reflects the level of access and service each property requires under mountain winter conditions - not simply the minutes spent clearing a driveway. *Returning seasonal customers receive a one-season transition discount in their individual renewal estimate.* Final seasonal pricing is property-specific and confirmed by HSR.

Choose the service that fits your property

Plan	Starting price / billing	What it is designed for
Seasonal Plan	\$1,200 / season	For part-time owners. Normal clearing after qualifying storms of approximately 6-8 inches or more, plus necessary access for a properly reported arrival for a stay and departure at the end of that stay.
Seasonal Rental Plan	\$1,500 / season	For short-term rentals. Normal qualifying-storm service plus enhanced clearing for properly reported guest arrivals, departures, occupied access, and planned trips to go skiing or visit parks during prolonged storms.
Seasonal Full-Time Resident Plan	\$1,800 / season	For full-time residents. Normal qualifying-storm service plus enhanced clearing as needed to support reported day-to-day access, including work, school and other regular departure needs during prolonged storms.
On-Call Snow Removal	Billed per clearing	You request each clearing. No routine automatic visits. Best when service is needed only occasionally or on specific requested dates.
Pay Per Storm	Billed per clearing	Automatic clearing after each completed qualifying storm of approximately 6-8 inches or more. Continue to report travel and occupancy so HSR knows when access is needed.
Two-Foot Automatic Clearing	Billed per clearing	Automatic clearing at approximately 2 feet of fallen accumulation since last service. Earlier access may be requested and is billed as a separate clearing.

Per-clearing pricing

Adjusted billable time	Service charge before fees
Up to 30 minutes	\$120
More than 30, up to 45 minutes	\$180
More than 45, up to 60 minutes	\$240
More than 60, up to 75 minutes	\$300
Each additional 15-minute block started	+\$60

HSR selects the equipment appropriate for the job. Billable time may be adjusted for equipment capacity and, when appropriate, operator ability before billing blocks are applied. These charges apply only to separately billed service, not clearing already included in a seasonal plan.

How service works

Everyone must keep HSR informed

All clients - including seasonal and automatic-service clients - must report travel, arrivals, departures, expected occupancy and changes. Automatic service tells HSR when routine clearing is due; it does not tell us who is on the mountain or when access is needed.

- Email dates, times and specific access needs to Office@HSRDuckCreek.com, preferably well ahead and at least 48 hours before planned access.
- Rental clients should report bookings, cancellations, guest arrivals/departures and access needs (e.g., scheduled cleanings or cleaning access).
- Full-time residents should report routine or special departure-time needs, changes and extended absences/returns.
- Reported times may not always be accommodated due to extenuating weather, road, safety or storm circumstances. HSR does everything in our power to accommodate properly reported needs. Please report the actual time you need access and do not cushion your times; HSR builds appropriate operational time into routing.

Road access and routing come first

Highway 14 and the county roads serving your area must be open and safely accessible before HSR can begin driveway service. HSR routes around occupied properties, reported access needs, conditions and the selected service plan. After overnight storms, our goal is to have occupied properties scheduled for service opened by noon when road access and conditions permit. This is a service goal, not an appointment guarantee. Storm timing, road access and changing conditions can affect these operational goals.

A qualifying storm is not a calendar day

A qualifying storm generally produces approximately 6-8 inches or more of snow and may continue across more than one calendar day. HSR may make more than one pass during a prolonged storm when needed. The selected plan determines which visits are included.

Enhanced seasonal access

Rental and Full-Time Resident plans include enhanced clearing as needed to support properly reported occupied access during prolonged storms. Normal operations may include morning and late-afternoon/evening service, with specific midday needs communicated in advance. These are planning periods, not appointments, and a visit is not made when no clearing is needed.

Prepare the property

Before snow season, clearly mark the intended driveway path and fixed hazards. Keep vehicles, trailers, snowmobiles, toys, logs, firewood and other movable objects out of the clearing path. Hidden or hard-to-see hazards such as septic lids, water hydrants and concrete stair landings should be identified before winter.

Communication matters

Good routing depends on current information. The more accurately HSR knows who is arriving, departing or occupying a property, the better we can plan service during active storms.

Separately billed items & fees

Everything on this page is separate from included seasonal driveway service unless HSR specifically confirms otherwise.

Short-notice requested access

One notice tier applies based on when HSR is notified compared with the requested access time. The tiers do not stack.

Notice provided	Short-notice fee
48 hours or more	None
24 to less than 48 hours	\$50
12 to less than 24 hours	\$75
Less than 12 hours	\$100

Requested holiday clearing

A \$120 holiday fee applies when customer-requested clearing is performed on a listed holiday. The holiday fee and an applicable short-notice fee may both apply to the same requested service. A routine HSR-directed visit on a holiday does not by itself create a holiday fee.

Listed holidays: Thanksgiving Day; Christmas Eve and Christmas Day; New Year's Eve and New Year's Day; Martin Luther King Jr. Day; Presidents' Day; Easter Sunday.

Driveway marking

HSR-installed snow poles: **\$25 per pole**

Owners keep the poles. HSR recovers its identification sleeves after the season.

Unmarked driveway fee: **\$50** - assessed once per season when HSR must research or establish the safe plow area because adequate marking was not provided.

Follow-up clearing

Requested cleanup of roof dumps, drifting or road-crew berms after a completed visit is separately billed. If HSR is already on site, follow-up work is billed based on the additional service time in 15-minute increments. If a special trip is required, the visit is billed using the standard per-clearing rates shown on page 1. No extra charge applies when HSR intentionally clears ahead of road crews and has planned the return.

Equipment damage

Equipment-damage charges begin at **\$50** and vary with the actual damage.

Owners are responsible for damage to HSR equipment caused by unknown, hidden or unmarked obstacles such as logs, yard tools, snowmobiles, stakes or other objects in the clearing area.

Included seasonal clearing is not billed again

If a requested clearing is already included in your seasonal plan, you pay only applicable additional fees - not another per-clearing minimum. HSR-directed extra passes for routing or snow management do not create an extra charge simply because HSR chooses to make them.

Property marking, follow-up work & safety

Driveway marking

Driveway markers must be at least 8 feet tall in upper mountain subdivisions and at least 5 feet tall in Elk Ridge. Place markers so the operator can clearly follow the intended safe path. Mark fixed or hard-to-see hazards including railings, stone piers, stairs, sewer cleanouts, driveway edges, concrete stair landings and other objects that could disappear beneath snow.

Roof dumps, drifting & road-crew berms

Snow or ice that returns after a completed visit because of roof slides, drifting or road-crew berms is new accumulation or follow-up work and is not part of the completed visit. If you need that material removed, contact HSR and we will schedule the cleanup as conditions and routing allow. Applicable charges are listed on the separately billed items and fees page.

Equipment and property damage

Owners are responsible for damage to HSR equipment caused by logs, yard tools, snowmobiles or other unknown, hidden or unmarked obstacles. Loose gravel and unseen objects can move during snow removal. HSR is not responsible for incidental damage caused by unmarked/non-visible objects, driveway materials or debris, except where HSR management determines the damage resulted from blatant operator error.

Help us work safely

Snow-removal equipment has large blind spots and operators may be working in darkness, active snowfall and limited visibility. Keep family, guests and pets clear of the work area, preferably inside the home and away from operating equipment. Never approach operating equipment until the operator has stopped and acknowledged you. Do not build snow tunnels in roads, berms or driveways, and keep people clear of roof-slide areas, especially during warming conditions. If something needs the operator's attention, contact the office whenever possible rather than entering the clearing area.

Safe access starts before the storm

Clear marking, an unobstructed driveway and accurate occupancy information allow HSR to work more safely and efficiently when visibility and road conditions are poor.

Optional shoveling & roof work

Optional shoveling and roof work are separate from driveway snow removal. Driveway clearing remains the first priority.

Ground shoveling options

Option	When service happens
Every Storm	Automatic after each completed qualifying storm.
On-Call Shoveling	Upon request after the storm and after driveway access is cleared.
Two-Foot Shoveling	Automatic when approximately 2 feet of snow accumulates in the designated shoveling areas.

\$60 per hour, per person • 30-minute minimum per person

HSR will stagger crew sizes between 2–4 people and assign jobs to crews based on job size. At times, for efficiency, if a crew is too large for the assigned job, HSR may adjust minimums at its discretion.

Normal hand shovels and walk-behind snowblowers used for the shoveling work are included. Shoveling is scheduled after driveway-clearing priorities allow and is not guaranteed before an arrival or departure.

Roof work

\$85 per hour, per person • 4 man-hour minimum

Roof snow removal is by homeowner request only and subject to availability. Roof work is not included in driveway seasonal pricing or ground-shoveling service.

Designated shoveling areas

- ☐ Walkways / paths: _____
- ☐ Stairs / landings: _____
- ☐ Decks: _____
- ☐ Other: _____

TIP

Email HSR a clear pre-season photo of each requested shoveling area. Photos help document the requested scope and identify edges, steps, railings and other features before they are buried by snow.

HSR is not responsible for damage to roofs, flashing, gutters, downspouts, decks, stairs, railings, posts or other requested areas caused while removing snow when those features are hidden, fragile or otherwise not reasonably visible.

Optional shoveling signature: _____

Printed name: _____

Client acknowledgment & plan selection

Choose one driveway snow-removal plan. Then select No Shoveling or one optional shoveling plan. Seasonal pricing is confirmed by individual estimate.

Client name: _____

Service address / property name: _____

Email / phone: _____

Access / occupancy notes: _____

Step 1 - select one driveway plan

- ☐ Seasonal Plan - starting at \$1,200
- ☐ Seasonal Rental Plan - starting at \$1,500
- ☐ Seasonal Full-Time Resident Plan - starting at \$1,800
- ☐ On-Call Snow Removal - billed per clearing
- ☐ Pay Per Storm - automatic service, billed per clearing
- ☐ Two-Foot Automatic Clearing - billed per clearing

Step 2 - optional shoveling

- ☐ No Shoveling
- ☐ Every Storm
- ☐ On-Call Shoveling
- ☐ Two-Foot Shoveling

Key acknowledgments

48-HOUR NOTICE I understand arrivals, departures, occupancy and requested access should be reported at least 48 hours in advance whenever possible; shorter notice will result in a fee and can affect routing.	CLIENT INITIALS _____
ROAD ACCESS & ROUTING I understand HSR can begin driveway service only after Highway 14 and county roads are open and safely accessible. Requested service times are not guaranteed.	CLIENT INITIALS _____
PROPERTY PREPARATION & SAFETY I understand the driveway must be clearly marked and kept free of obstacles, and family, guests and pets should remain inside the home at all times and away from operating equipment.	CLIENT INITIALS _____
SELECTED SERVICE & SEPARATE WORK I understand my selected plan, per-clearing billing where applicable, separately billed fees, and that ground shoveling and roof work are separate from driveway snow removal.	CLIENT INITIALS _____

By signing below, I acknowledge that I have read the applicable terms and understand that service is subject to weather, road access, routing and safety conditions. Seasonal enrollment, final pricing and any separately required agreement are confirmed by HSR.

Snow removal signature: _____

Printed name: _____

Date: _____

Optional shoveling signature: _____

Printed name: _____

Date: _____ Required only if shoveling is selected.

Stay in touch all winter

Email service requests, travel dates, occupancy changes and access needs to Office@HSRDuckCreek.com. Questions: 435-590-4525 • HSRDuckCreek.com