



**MONARCH**  
MAINTENANCE

## Etiquette Policy

At **Monarch Maintenance**, we take great pride in delivering dependable, high-quality lawn care services with professionalism and integrity. To ensure smooth operations and a respectful working relationship, we ask that all clients follow the guidelines outlined in this policy. These standards are designed to protect your property, support our team, and help us provide efficient service to every customer.

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### **Mutual Respect Policy**

We treat every client and property with care, professionalism, and respect. In return, we ask that our team be treated the same.

**Disrespectful, aggressive, or inappropriate behavior toward our staff will not be tolerated** and may result in the suspension or cancellation of services.

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### **Pet Waste Removal**

For the safety and health of our crew, we ask all pet owners to **remove dog waste from service areas before our arrival**.

Pet waste can:

- Pose health risks to our team

- Damage equipment and create sanitation issues
- Prevent us from completing your service fully or properly

If waste is present, we may skip affected areas or reschedule the service. Ongoing issues may result in additional charges or service termination.



## **Removal of Pet Toys, Children's Toys, and Yard Items**

To ensure safety and avoid damage to your belongings, please **clear the lawn of the following items prior to service**:

- **Pet toys** (balls, chew items, bowls, etc.)
- **Children's toys** (balls, bikes, inflatable pools, play equipment)
- **Loose yard items** (garden tools, hoses, chairs, lawn décor, etc.)

These items may interfere with equipment or pose tripping hazards.

Monarch Maintenance is not responsible for lost or damaged items left in the yard during service.



## **Fairness and Service Efficiency**

We value every single client and are deeply grateful for your business. That said, it's important to understand that **we serve a large number of customers in order to cover our operational overhead and provide our team with fair wages and a sustainable livelihood**.

To operate efficiently and equitably:

- **We cannot offer preferential treatment or custom scheduling on a client-by-client basis** unless it is part of a premium service plan or contract.
- Requests for last-minute changes, "extra" services, or priority visits may not be accommodated if they interfere with our overall route or impact other clients.

We are committed to delivering consistent, professional care to *every* property we service—and appreciate your understanding that fairness and efficiency are essential to our business and our team's well-being.

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### **Our Commitment to You**

By following this policy, you help us maintain the safe, respectful, and reliable service that Monarch Maintenance is known for. We take great pride in our work and are honored to help you keep your outdoor spaces healthy and beautiful.

Thank you for your trust and cooperation.

— *The Monarch Maintenance Team*