

## Covert Lawns Maintenance Plan Explanation

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Our lawn maintenance plan operates on a 36-visit annual schedule:

- 21 visits are performed weekly (May-September) during the peak growing season.
- 15 visits are performed bi-weekly (October-April) during the off-season.

### Billing Structure:

The total annual cost of \$1,800 is evenly divided into 12 monthly payments of \$150, regardless of when the visits occur. This ensures predictable payments for clients and year-round care for their lawns.

### Proration for Cancellations:

If a client cancels mid-year or during the off-season, their bill will be adjusted based on:

1. Visits Already Performed: We calculate the value of completed services up to the cancellation date (at \$50 per visit).
2. Balance Paid vs. Services Rendered: Any overpayment will be refunded, or underpayment will be billed.

Example: Client Starts June 15 and Cancels December 9

- Service Start Date: June 15
- Cancellation Date: December 9
- Visits Rendered:
  - June (Partial Month): Weekly visits start June 15; 2 visits performed.
  - July (Full Month): 4 weekly visits.

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- August-September (Full Months): 9 weekly visits per month  $\times$  2 months = 18 visits.
- October-December 9 (Bi-Weekly): 5 visits performed.
- Total Visits Completed =  $2 + 4 + 18 + 5 = 29$  visits.
- Value of Services Rendered: 29 visits  $\times$  \$50/visit = \$1,450.
- Payments Made:
  - June (Partial Month):  $\$150 \div 2 = \$75$ .
  - July-November (Full Months):  $\$150 \times 5 = \$750$ .
  - Total Payments Made =  $\$75 + \$750 = \$825$ .
- Adjustment:
  - Amount Paid = \$825, Value of Services Rendered = \$1,450.
  - Balance Owed by Client =  $\$1,450 - \$825 = \$625$ .

### Explanation: Why Does the Client Owe Money?

#### 1. Uneven Service Distribution:

- During peak season (May-September), visits occur weekly, meaning more services are performed in fewer months.
- In this example, the client received 29 visits out of 36 total annual visits-this is 80% of the year's services in just 6 months of payments.

#### 2. Even Billing Doesn't Match Service Schedule:

- The monthly payments are spread evenly (\$150/month) for budgeting ease, but services aren't evenly distributed (21 visits occur in just 5 months).
- When a client cancels before completing the payment cycle, they've often received more services than payments cover, leading to a balance owed.

### Key Takeaway:

## **Covert Lawns Maintenance Plan Explanation**

If a client cancels mid-year, we calculate the value of visits rendered versus payments made to determine a refund or balance due. This ensures fairness for both the client and Covert Lawns.