

SERVICE LEVEL AGREEMENT (SLA) GARDEN MAINTENANCE

Hotel Name: NHL-Kigali Marriott hotel and Four Points by Sheraton Kigali

Service Provider: _____

Contract Period: _____

Effective Date: _____

1. PURPOSE

This Service Level Agreement (SLA) defines the scope, performance standards, service requirements, response times, reporting obligations, and key performance indicators (KPIs) for Garden Maintenance Services. The objective is to maintain all landscaped areas, lawns, gardens, trees, shrubs, and flower beds to Five-Star Hotel standards, ensuring a safe, attractive, sustainable, and guest-ready environment that enhances the hotel's image and guest experience.

2. SCOPE OF SERVICES

The Contractor shall provide comprehensive garden and landscape maintenance services covering:

- Hotel Gardens and Decorative Landscaped Areas
- Main Entrance Landscaping and Driveways
- Executive Lounge
- F&B Outlets
- Lawns and Turf Areas
- Flower Beds and Seasonal Plant Displays
- Trees, Shrubs, Hedges, and Ground Covers
- Courtyards and Outdoor Guest Areas
- Poolside Landscapes and Recreational Areas
- Walkways, Pathways, and Garden Edges
- Outdoor Event and Function Spaces
- Outdoor Terraces and Balconies
- Staff Recreational Green Areas
- Irrigation Systems and Water Feature
- All Other External Green Spaces Within the Hotel Premises

3. TARGET GARDEN MAINTENANCE ACTIVITIES

The Contractor shall ensure that all gardens and landscaped areas are maintained to Five-Star Hotel standards through:

- Tree pruning and trimming
 - Hedge shaping and maintenance
 - Fertilizer application
 - Removal of dead plants and debris (Replacement of damaged, diseased, or dead plants)
 - Cleaning of garden pathways and landscaped areas
 - Potted plants and planters
 - Prevention and treatment of plant pests and diseases
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4. SERVICE FREQUENCY

Service Activity	Frequency
General Garden Inspection	Weekly
Hedge Trimming and Shaping	Monthly
Weeding and Bed Maintenance	As per request
Tree and Shrub Inspection	Weekly
Watering and Irrigation Monitoring	Daily
Landscape Inspection	Daily
Removal of Dry Leaves and Garden Debris	Daily
Seasonal Planting and Replanting	
Emergency Tree, Branch Removal or Hazardous Conditions	Within 2 Hours

5. RESPONSE TIMES

Priority Level	Description	Response Time
Critical	Fallen tree, broken branch, irrigation failure affecting key guest areas, or any landscape-related safety hazard	Within 2 Hours
High	Damage to landscaping in guest-facing areas, major irrigation leaks, dead plants in prominent locations, or event-area and Public Ara	Within 1 Hours
Medium	Excessive garden growth, unhealthy plants, irrigation issues in non-critical areas, or corrective pruning requirements	Within 8 Hours
Low	Routine maintenance requests, aesthetic improvements, plant replacement, and preventive landscape care	Within 24 Hours

6. PERFORMANCE STANDARDS

The Contractor shall maintain the following standards:

Guest-Facing Landscape Areas

- Lawns shall be green, healthy, neatly trimmed, and free from excessive weeds.
- Flower beds shall be well-maintained, fully planted, and free from dead or damaged plants.
- Trees, shrubs, and hedges shall be properly pruned and aesthetically shaped.
- All landscaped areas shall be kept clean and free from litter, fallen leaves, and garden debris.
- No visible signs of plant disease, neglect, or poor maintenance.

Hotel Entrance and Public Areas

- Main entrance landscaping shall always be maintained in immaculate condition.
- Walkways, pathways, and outdoor guest areas shall remain clear, safe, and free from vegetation overgrowth.
- Ornamental plants and decorative features shall be maintained to enhance the hotel's appearance.
- No dead plants, exposed roots, or damaged landscape features shall be visible to guests.

Event and Recreational Areas

- Gardens and lawns used for events shall be maintained in guest-ready condition at all times.
- Turf surfaces shall be level, healthy, and free from bare patches.
- Outdoor seating and landscaped recreation areas shall remain clean, attractive, and accessible.

7. KEY PERFORMANCE INDICATORS (KPIs)

KPI	Target
Emergency Response Compliance	100%
Scheduled Visits Completed	100%
Monthly Reporting Submission	100%
Corrective Actions Closed on Time	100%
Guest Complaints Related to Landscaping	Less than 2 per Month
Landscape Safety Incidents	Zero
Compliance with Maintenance Schedule	100%

8. CONTRACTOR RESPONSIBILITIES

The Contractor shall:

1. Provide Qualified, trained and competent gardening personnel.
2. Supply all tools, equipment, materials, and consumables required for service delivery
3. Maintain all gardens, lawns, trees, shrubs, and landscaped areas in accordance with Five-Star Hotel standards.
4. Comply with all applicable health, safety, and environmental regulations.
5. Maintain service records and submit monthly performance reports.
6. Recommend landscape improvements and sustainability initiatives to enhance the appearance and quality of the hotel grounds.
7. Minimize disruption to guests and hotel operations during service delivery.
8. Replace dead, damaged, or unhealthy plants as required.

9. Apply approved and correct fertilizers where applicable to ensure the garden is health and clean.
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9. HOTEL RESPONSIBILITIES

The Hotel shall:

1. Provide access to all relevant landscape and garden areas as required.
 2. Report any Garden or landscaping issues requiring attention.
 3. Review and approve recommended Garden or landscape improvements and plant replacements.
 4. Ensure availability of water and utility connections where applicable.
 5. Review and approve recommended Garden or landscape improvements and plant replacements.
 6. Support coordination of maintenance activities in guest-facing areas.
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10. REPORTING REQUIREMENTS

The Contractor shall submit a monthly report including:

- Garden Maintenance activities completed.
- Areas maintained and inspected.
- Pests identified
- Outstanding issues and recommendations.
- Trend analysis
- Plant replacements and landscaping enhancements undertaken.
- Outstanding risks
- Corrective action recommendations
- Follow-up actions required

Reports shall be submitted no later than the 5th day of the following month.

11. ESCALATION PROCEDURE

Level	Contact	Action
Level 1	Garden Maintenance Employee	Immediate Response
Level 2	Garden Supervisor	Within 4 Hours

Level 3	Garden supervisor / Housekeeping	Within 8 Hours
Level 4	Hotel General Manager	Major Infestation Review

12. NON-COMPLIANCE

Failure to meet the agreed service levels shall result in:

- Corrective Action Request (CAR)
 - Root Cause Analysis
 - Service Improvement Plan
 - Performance Review Meeting
 - Potential Contractual Penalties
 - Suspension or termination of the contract for repeated or serious non-compliance.
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13. HEALTH, SAFETY AND ENVIRONMENT

The Contractor shall:

- Comply with all applicable health and safety legislation.
 - Ensure safe chemical application.
 - Prevent contamination of food products.
 - Use environmentally responsible pest control techniques.
 - Maintain records of chemical usage and disposal.
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14. SLA REVIEW

This SLA shall be reviewed:

- Monthly during operational review meetings.
 - Annually as part of contract renewal and performance evaluation.
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APPROVAL

HOTEL REPRESENTATIVE

Name: _____

Title: _____

Signature: _____

Date: _____

SERVICE PROVIDER REPRESENTATIVE

Name: _____

Title: _____

Signature: _____

Date: _____