



Terms & Conditions – Grayston Arboriculture

Acceptance of Terms

By accepting a quotation from Grayston Arboriculture, whether verbally or in writing, the Client confirms that they have read, understood, and agreed to these Terms & Conditions in full.

1. Definitions

"Company" refers to Grayston Arboriculture.

"Client" refers to the individual, business, or organisation requesting services.

"Services" refers to all arboricultural operations including tree surgery, pruning, felling, stump grinding, and related physical works.

2. Standards of Work

All work is carried out in line with relevant British Standards, including BS3998 (Recommendations for Tree Work), and in full compliance with applicable UK legislation and industry best practice.

3. Zero Tolerance Policy

Grayston Arboriculture operates a strict zero tolerance policy regarding verbal abuse, threats, intimidation, or physical violence towards any member of staff.

Any such behaviour will result in immediate cessation of work, removal of staff from site, and the Client will be liable for all costs incurred up to that point, including hire charges and rescheduling fees.

4. Quotations & Scope of Work

All quotations are free and valid for 30 days.

Quotations detail the work agreed, including waste disposal, access requirements, and exclusions. If additional work becomes necessary, the Company will provide a revised quotation before proceeding.

5. Scheduling & Operational Requirements

Scheduled dates may change due to weather, safety concerns, or operational issues.

Clients must ensure clear access for vehicles, equipment, and personnel.

Failure to arrange adequate access may result in additional charges, including wasted time, call-out fees, rescheduling costs, and any equipment hire fees.

6. Permissions, Legal Requirements & Tree Protection

The Client is responsible for checking Tree Preservation Orders (TPOs), Conservation Area restrictions, and other legal requirements.

The Company can assist with applications if agreed in advance.

7. Health, Safety & Site Responsibilities

All work follows UK legislation, safety protocols, and British Standards.

Clients must keep people, pets, and vehicles away from the work zone.

8. Waste Handling & Site Cleanliness

Waste removal is only included if specified.

The Company will leave the site tidy, though fine debris cannot be fully removed.

9. Damage, Property Protection & Limitations

The Company is not liable for damage caused by undisclosed hazards, unstable trees, or weather-related incidents.

10. Stump Grinding & Subsurface Conditions

Stump grinding depth is as specified in the quotation.

The Company is not liable for damage to unseen underground objects unless previously disclosed.

11. Wildlife, Environmental Compliance & Pre-Work Checks

Work will pause if protected wildlife is discovered.

Grayston Arboriculture conducts pre-work environmental checks before beginning any job, and continuous environmental monitoring throughout the duration of the work.

12. Payment Terms

Payment is due immediately upon completion unless otherwise agreed.

Late payments will incur interest at 4% above the Bank of England base rate per week until paid in full.

13. Cancellations, Postponements & Call-Out Fees

Cancellations more than 7 days before the work date incur no charge.

Cancellations within 7 days will be charged at 50% of the quoted cost.

Cancellations within 24 hours will be charged at 100% of the quoted cost.

Any equipment hire already booked will be charged in full.

14. Insurance & Liability

The Company holds full Public Liability and Employers' Liability Insurance.

15. Complaints & Workmanship Guarantee

Complaints must be raised within 7 days of completion.

16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.