



## Terms & Conditions – Gardening Services

### 1. General

1.1 These Terms & Conditions apply to all services provided by Simply Love Gardens Ltd (“we”, “us”, “our”).

1.2 By accepting a quote or booking a service, the client (“you”, “your”) agrees to be bound by these Terms & Conditions.

1.3 We reserve the right to update these Terms & Conditions at any time.

### 2. Quotations & Pricing

2.1 All quotations are valid for 14 days unless otherwise stated.

2.2 Quotes are based on the information available at the time and may be subject to change if site conditions differ.

2.3 Additional work requested beyond the agreed scope will be quoted and charged accordingly.

2.4 Our prices will increase in April each year and will be inflation (CPIH) as of December of the previous year + 3.9%

### 3. Bookings & Payments

3.1 Payment terms will be agreed in advance and are typically due upon completion unless otherwise stated.

3.2 We reserve the right to request a deposit for larger jobs or where materials are required.

3.3 Late payments may incur additional charges.

### 4. Cancellations

4.1 One-off Jobs:

Cancellations made less than 7 days before the scheduled date will be charged at 100% of the quoted job price.

4.2 Regular Maintenance Services:

Cancellations made less than 2 days (48 hours) before the scheduled visit will be charged at 100% of the scheduled service price.

4.3 Materials:

Where materials have been ordered prior to cancellation, 100% of the material cost will be charged, regardless of notice given.

4.4 If you receive regular maintenance services and wish to cancel you must give us 30 days written notice.

### 5. Access & Delays

5.1 The client must ensure safe and clear access to the property at the agreed time.

5.2 If access is not possible, the visit may be treated as a late cancellation and charged accordingly.

5.3 We are not liable for delays caused by weather, access issues, or circumstances beyond our control.

Simply Love Gardens Ltd  
59 Davenport Drive  
Woodley  
Stockport  
SK61PX  
Co Reg No: 15322833

## **6. Waste Removal**

6.1 Garden waste removal will only be included where specified in the quote.

6.2 Any additional waste removal will incur a charge of £30.00 per tonne bag and will be chargeable in increments of half bags.

## **7. Pets & Animal Waste**

7.1 We will not work on a property where the client has a banned breed of dog. If we discover the client has a banned breed of dog on arrival, the visit will be treated as a late cancellation and charged accordingly

7.2 Clients are responsible for ensuring that pets are secured in the home

7.3 Clients must clear the work area of animal waste

for ensuring that all areas to be worked on are free from dog or cat waste prior to our arrival.

7.4 If our team encounters animal waste during a visit, we reserve the right to:

Refuse to carry out the work (the visit will be treated as a late cancellation and charged accordingly) or apply a £30 decontamination charge to cover cleaning of equipment and hygiene measures. This charge will apply per visit where contamination occurs.

## **8. Health & Safety**

8.1 We reserve the right to refuse or stop work if conditions are deemed unsafe (the visit will be treated as a late cancellation and charged accordingly).

8.2 The client must inform us of any known hazards on site.

8.3 We will not work at heights exceeding 3 meters (9.8ft)

## **9. Liability**

9.1 We take all reasonable care while working on your property.

9.2 We are not liable for:

Pre-existing damage

Hidden obstacles (e.g. cables, pipes, or fragile items beneath overgrowth)

9.3 Any damage caused must be reported within 24 hours.

9.4 We are fully insured with Hiscox

## **10. Weather Conditions**

10.1 Gardening work is weather dependent.

10.2 We reserve the right to reschedule appointments due to adverse weather conditions.

## **11. Termination of Services**

11.1 We reserve the right to terminate services at our discretion if:

- I. There is repeated late payment
- II. Unsafe conditions persist
- III. These Terms & Conditions are breached

## **12. Privacy**

12.1 We will manage your data in ways approved by The General Data Protection Regulation (GDPR)

12.2 A copy of our privacy notice is available on our website: <https://simplylovegardens.co.uk/privacy-policy>

## **12. Acceptance**

12.1 Acceptance of a quote, booking, or continuation of services constitutes acceptance of these Terms & Conditions.