

TERMS AND CONDITIONS

Thank you for choosing us to maintain your garden/lawns, we enjoy what we do and we look forward to offering you a high standard of service when maintaining your garden/lawns.

We do ask that you ensure that you have a read through our terms of business to help us ensure that we can carry out your maintenance in a safe and efficient way.

1. Ensure that we can have clear access to your garden, make sure that any gates are unlocked and that any alleyways or garages and any other access points are kept as clear as possible when we are due to carry out your maintenance.
2. Please ensure lawns are kept clear of any children's toys, garden furniture, ornaments, hoses etc if you are unable to move any equipment can you let us know prior to your visit, **we will not accept responsibility for any damage to obstacles left on the lawns.**
3. When your maintenance is being carried out can you keep any children and pets inside or away from where the work is being carried out for obvious health and safety reasons.
4. Dog & Cat faeces - Please make sure that there is no dog or cat poo on the lawns that are due to be cut, **a cleaning surcharge of £5 will be applied in the event of animal faeces contamination to either operator or machinery.**
5. Lawn debris- We always check your lawns before cutting them to ensure there are no large stones, gravel or any other kind of debris on the lawns but on some occasions if the grass is particularly long there may be debris in your lawns that we are unable to see, if there is an excessive amount of gravel/stones and our machines were to hit some gravel there is a very small risk that the gravel may hit a window or vehicle, **we DO NOT accept any liability if any windows are damaged due to stones and gravel lying in any long grass.**
6. Solar Lights- Please let us know about any solar lights or fairy lights that positioned in your lawns, borders and any lights that may be in any shrubs, hedges or trees. **If we are not made aware of any lights prior to your maintenance being carried out, then we do not accept any liability if they are damaged.**
7. Laundry - Please ensure that any laundry that may be hanging on the line be removed before your maintenance/grass cutting is carried out as we do not accept any responsibility if any clean washing were to become soiled or marked when we are cutting, strimming and working around it.
8. Cancellation / Change of days of a maintenance visit- 24 hours notice must be given.
9. Missed cuts including no access, animal faeces and holidays will result in a double payment on the next scheduled visit.
10. Payments to be made in full within 24hours
11. Inclement weather conditions may result in service delays and schedule changes.

12. Late payment fee of £20 for invoices overdue by 2 weeks unless any agreement agreed beforehand.

Thank you so much for taking the time to read through these very important points.

If you have any concerns or queries, then please contact me to discuss them.

Thank you for your custom and we look forward to maintaining your garden!