



*Emma's*  
gardening   
services

**07564 224470**

**[www.emmas-gardening.co.uk](http://www.emmas-gardening.co.uk)**

## **Terms and Conditions**

The following conditions state the obligations, rights and responsibilities of all parties involved in this Agreement. The words “you” or “your” appear in reference to the Customer; “we”, “us” and “our” refer to Emma’s Gardening Services “providers” and “teams” refer to the subcontractors who complete our gardening services. These Terms and Conditions can be changed, altered or amended subject to prior written notice. Please ensure you have read and understood our cancellation policy, outlined in Clause 4 of these Terms and Conditions.

### **1. Introduction**

1.1 You must ensure that the details provided by you are complete and accurate before committing yourself to the contract.

### **2. Bookings and Confirmation**

2.1 You must provide us with a detailed description of your garden, including size, at the time of booking. Emma’s Gardening Services reserves the right to amend any given quotes and charge for extra work if inaccurate information is given.

2.2 Any incomplete or inaccurate information provided by you can result in a cancellation of the Order. Alternatively, additional charges may be added to cover the cost of any extra work or services needed.

2.3 Access to your property must be available on the day of your service. This can either be done by providing a set of keys, or ensuring someone is at the property.

2.4 You will be allocated a time slot for the performance of your service. We are not responsible for lateness due to the following unforeseen circumstances: bad traffic, unexpected weather conditions, force majeure events or similar.

2.5 It is the responsibility of the customer to make adequate parking arrangements. This includes the needs for parking permits. Any parking fees or fines incurred during the performance of the service are the responsibility of the customer, and must be paid in full by them.

2.6 Any additional charges may include, but are not limited to congestion / environment charge if applicable to your location.

2.7 Should our teams have to travel further than three miles to collect or drop off keys to a property, an additional charge will/may be added based on the distance.

### **3. Pricing and Payment**

3.1 We base our prices and quotes on information and pictures provided by you. Our company reserve the right to amend price estimations and order confirmations where necessary.

3.2 Services provided by [www.emmas-gardening.co.uk](http://www.emmas-gardening.co.uk) are payable by cash to our on-site operatives at the end of the service, or via direct bank payment within 1 working day **Bank details are noted on the invoice.** Unless terms have been agreed prior to start of works.

3.3 Prices are based on the minimum charge of the service to be completed.

(a) Minimum hourly rate for any of our services is a minimum of 1 hour (£25). We calculate prices based on information provided by the customer, and we estimate prices using the most accurate methods possible. If your service takes longer than previously expected, the same hourly rates will be applied..

(b) Up to three bags (180 litre) for garden waste are included in the price. If more bags are required, they will incur a charge of £5 each.

(c) Jet wash services are charged at a minimum of £50.

### **4. Rescheduling and cancellation of appointments**

4.1 You will face an additional charge of £15 should you decide to cancel or reschedule your appointment less than 24 hours prior to the job.

4.2 If you decide to cancel upon the arrival of our teams, you will be charged a cancellation fee of £20. This will be charged to pay for travel expenses.

### **5. Services**

5.1 Adequate lighting and a water tap in the garden must be present to provide professional services.

5.2 Gardening Services Gardeners reserve the right to cancel appointments where the wellbeing or health of our teams comes under threat. We will not be held liable for any fees or charges the customer may accrue from third party companies if our service isn't carried out.

5.3 Every effort will be made to arrive and complete your services on time. If circumstances out of our control effect this, the services will be completed as soon as possible.

5.4 Gardening Services Gardeners reserves the right to sub-contract any/all of our services.

### **All services are subject to Emma's Gardening Services and our Terms and Conditions.**

Emma's Gardening Services strive to deal with any problems with the service provided as fast as possible. Any complaint filed later than seven working days from the date of the service provided will not be dealt with, and must be submitted in writing to our email address [emmasgardening2019@gmail.com](mailto:emmasgardening2019@gmail.com)