

Terms and Conditions

Please make sure you have read, fully understood and agree to the terms and conditions before agreeing to engage in Soul Gardeners services.

Pricing

We provide two types of pricing:

1. A quote specific to type of job such as a tidy up, jet washing, tree work etc. This price will be determined by us and it will be a fixed amount irrelevant to time taken to complete. The price for the quote is only negotiable on the day of the quote. Soul Gardeners reserve the right to amend the quotation if the customer's original requirements are changed. Quotes will be valid for 8 weeks. Soul Gardeners will not visit for more than one free quote concerning the same job. Any changes in requirements to the quote will may incur additional charges. Quotes are based on what can be seen/assessed at the time of the quote. If any concealed objects or if any complications arise, this can affect the price once the job has begun.
2. An hourly rate: This is primarily for customers who need to keep to a budget. The hours will be determined by the customer. It is the customer's responsibility to inform the team of what the most important jobs are so they can manage their time and do their job more efficiently. The time will start as soon as the Soul Gardeners team arrives at the property and they will leave the property as soon as the time allocated has elapsed. The length of time cannot be reduced once the team has arrived, but can be increased at an additional cost if the team has time. If any jobs are left over the customer will need to book more time. Soul gardeners can advise how many hours will be needed to finish. Our prices do not include parking.

Parking and access:

We expect all of our customers to arrange parking for us, whether it is a permit or money for a parking meter, unless they have private parking, which is large enough for a medium wheel base truck. When the customer arranges parking, it enables us to park closer to the property, which means more work will be done as time won't be lost searching for space and travelling to and from the truck with tools and waste. Soul Gardeners do not carry any money for parking. Please make sure parking is arranged on arrival so no gardening time is lost whilst waiting. If we are expected to travel into the congestion zone to get the property, the charge will be paid by the customer. Where applicable, we expect side access to gardens to be clear and any gates unlocked. For jobs, which require the team to access the garden through the house, we advise that the route is free of fragile and valuable objects, rugs and furniture. Soul Gardeners will lay down a carpet to reduce the chance of making any mess on floors and carpets. The customer must provide electricity and water where needed.

The Job:

All of our jobs are covered by public liability of up to £1 million and all workers have personal accident cover. We advise that the customer does not enter the work area unless he/she has been asked by a member of staff to answer any queries or inspect the work. If all members of staff aren't aware and/or any machinery is in use as you enter the work area, you are at risk and may be responsible for any accidents you or a member of staff may have as a result. The customer may not

under any circumstances use any of our tools. Soul Gardeners will not take responsibility for any existing damage, which may have been caused and concealed by any plants (e.g. Ivy). We will also take no responsibility for damage to old, weathered outdoor structures or hidden cables, pipes or hoses unless they are brought to our attention by the customer. Soul Gardeners work to a very high standard and the customer can inspect the work once the team has finished, checking that they are happy with the work. Any extra requests have to be made while the team are still on site. Any changes requested once the team has left will be charged accordingly. We advise that the customer is present at the property while work is carried out. Soul Gardeners guarantee that the job will be done as quoted no matter how long it takes. The customer has the right to request additional task/jobs while the team are on site as long as they have time available, but there will be an additional charge. Our workers are within their right to have a break from work when they feel is appropriate. Soul Gardeners will not discuss or pass on any personal details to any other customers, businesses or individuals. Soul gardeners take before and after pictures of every job for records, examples for future customers and advertising. The pictures will not include any personal information such as names, numbers or addresses. If you do not want us to use these photos you will have to inform us.

Plants and materials:

Soul Gardeners purchase the healthiest and best quality materials available. We provide advice on maintenance on request from the customer. We will not take responsibility for deterioration after the work has been carried out if we feel that the item(s) in question have been neglected or misused.

Payment:

Our preferred methods of payments are via BACS or cash, but we also accept cheques. Unless otherwise agreed by Soul Gardeners, we expect that all payments are made within 3 working on completion on work. Failure to pay Soul Gardeners for any work carried out may lead to legal action.

Cancellations and rescheduling

The customer has the right to cancel or reschedule any booked jobs as long as at least five working days' notice is given prior to the first day of work. We will only accept a cancellation or change to schedule if you have had written confirmation from Soul Gardeners. If any of these terms are not adhered to, any deposits taken may not be refunded. Soul Gardeners reserve the right to reschedule any job for reasons including weather, unforeseen circumstances, illness, accidents, traffic or overrun jobs. We will aim to inform you as soon as possible and will make every effort to book you in to the next available time/date. Soul Gardeners reserve the right to refuse any job on the day if it is deemed too dangerous or hazardous for the team or the environment e.g. homes for native wildlife asbestos or Japanese Knotweed. We will return any deposits without consequence if the terms and conditions are adhered to.

Have a lovely day.