

Terms and conditions

An outline of our trading terms

For your ease of use, we've broken this into different sections design only, design and build, consultancy, tutorial, maintenance All our services start with a conversation, on phone or on line. Most then require a site visit where we discuss your garden, your aspirations and budget, and I take more details.

Information on our range of services can be found in the services section. Each client is an individual, and we aim to provide a personal service, so we would hope to talk to you about your particular requirements; so it is not possible to give a fixed price to suit everyone.

This section will give you an outline of which fees to expect when. Actual figures would be discussed more fully at our meeting alongside budget and payment terms.

I retain copyright of all my work.

Design only :

You may choose a 'design only' service. This can be for a whole garden or a planting design for a border. The Design Fee 'package' is tailored to meet individual clients' needs so you never pay for a service you don't need. The initial visit of up to an hour is free within 15 mile radius of Beckenham, subject to any parking/ congestion charges. Design only includes a free follow-up consultation visit on the anniversary; and can also, for example, include plant sources, preparation and care notes.

After the meeting I will provide you with a quotation for my design consultancy, based on our discussion. The design fee is payable before any further work commences, except where the full package is required, when two thirds are payable initially and the balance on completion.

We are happy to work anywhere in the country, or abroad, but certain projects are more cost effective than others. For example, a planting design is easily available. Ask us!

Design and Build: This is where we deal with the implementation of whole project: design, hard and soft landscaping, project management.

We have an initial design and consultation meeting to discuss what your needs are, your budget and time scale.

Design fees are paid separately to any further project costs and are due at the time of the design.

Staged payments for the project are usual, agreed at our meeting. An initial deposit to cover materials and labour is payable before work commences.

Project Management is generally paid as a percentage of the total project budget, excluding the design fee. As the amount of PM required can vary between projects, sometimes an hourly rate is more appropriate. Full details of options would be emailed to you before our discussion so an agreement can be reached.

We can also arrange for the project to be staged over a two or three year period; details would be discussed, but basically each stage would be treated as a mini project.

If I am not project managing the build, I can still be available to create planting designs and plant them, if wanted. I am also available for advice, and site visits. These would be charged for separately.

Consultancy: We can advise commercial and domestic clients on a wide range of horticultural queries and suggest specialist firms to resolve the problem where necessary.

General visits are charged at an hourly rate, plus expenses to cover travel and administration, for example. A written report is included in the fee.

Commercial clients may find the Maintenance Schedule option useful. Offering regular consultancy visits at an agreed fee level with written reports to monitor tasks is a cost effective utilisation of the communal grounds budget.

Letting agents, managing agents and commercial clients have found this a useful forward planning exercise for their maintenance budget.

Tutorial:

These are charged at an hourly rate, plus expenses to cover travel and administration, for example. Notes to accompany sessions are also available; related to the topics taught.

Current rates are available on request.

Maintenance: This is not the mainstay of our business, but in order to provide an all round service we offer a range of maintenance options. The fees and costs for this will depend on the work required, so please email us with your needs. For example, expert pruning - of fruit trees and bushes; in the correct season; with an associated health check; small tree work – by qualified chainsaw personnel.

Maintenance linked to consultancy visits. Price would be agreed on an individual basis.

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