**Terms and conditions of service**

This document outlines my terms of service, and what you can expect when you engage with my business for a planting design or garden design service.

**Background**

I consider my design work to be both a practice and a creative process. I am a qualified horticulturalist and a Member of the Chartered Institute of Horticulture (MCIH), yet I do not know everything there is to know about every plant, garden and horticultural technique. This is where the ‘practice’ element of my business comes in – I will often have to research new concepts and speak to a range of informed individuals, before implementing something for the first time. I will be up front with you if you ask me to implement something I have never done before.

If I consider it appropriate, I will point you in the direction of a relevant professional (eg arborist/hard landscaper/invasive species expert) who may be better informed than me to advise you. Please note that these professionals will be providing their own opinion and I cannot be held accountable for any decisions that these individuals make or practices that they implement – it is up to you to engage with them as you see fit.

**Planting design service**

By engaging with me for a planting design and installation service, you can expect the following:

1. Site visit and informal interview

I will arrange a visit to meet you and see your garden so that I can observe the conditions of your space and understand your planting requirements. I will be looking at soil conditions, aspect (sun/shade) and the climate in your garden. I will take measurements of each planting area to allow me to create scaled drawings which I will then use to decide on appropriate plant choices and quantities.

During this visit, I will ask about your likes and dislikes for plants, including colours and textures, as well as seasons that you would like the garden to look at its best. If you are not sure what look you would like to achieve (eg cottage garden/formal garden/minimalist planting), it would be helpful for you to look at Pinterest boards and magazine clippings for inspiration in advance of our meeting.

During this initial consultation, we will also discuss practicalities of maintaining your garden, including how much time and energy you are able to commit to it, or help you expect to bring in to help you manage the garden. This could have a significant impact on the planting choices that I make to ensure your garden is right for you in terms of management and sustainability.

Your input at this initial visit is very important – you know your garden the best, and if possible I would like you to help me develop as comprehensive an understanding of your growing space throughout each season of the year as possible.

1. Fees

I charge a fee for producing a planting design of £250 plus £12 per square metre of planting space. This cost is for the planting design only, and does not include the supply of any plants or services to install them.

Following our initial consultation I will give you a price for the planting design based on the square meterage of your planting spaces. If you decide to proceed based on this fee, I will create your planting plan and planting list.

The format of your planting plan will be an email containing a 2D visual of the proposed planting layout (planting plan), as well as a detailed planting list which will include the names of specified plants, quantities, approximate growing dimensions and a photograph of each plant.

Please note that all specifications, figures, sizes and other descriptions in my designs are approximations only, and should not be relied upon. Plant sizes can vary significantly depending on where they are grown.

1. Plant choices and substitutions

I will specify plants that to my knowledge, experience and/or research are hardy and generally do well in the Scottish climate. You as the customer are responsible for looking through my planting design and planting list to ensure you are happy with my plant choices. If there are any plants you are unsure of, or dislike, we can arrange suitable substitutions at this stage.

Once you have approved the planting plan and plant list I will send you an invoice for the planting design, as per costs outlined to you as above.

1. Plant sourcing and installation costs

If you would like me to supply and install the plants specified in your design, I will provide a quote to do this. This will also include a cost for supplying aftercare instructions for your plants, as they will require attention and care following their installation.

Subject to your approval on this quote, I will organise a delivery date for the plants to come to your property, as well as a specified date for planting them. Payment for the plants and any other materials will be required immediately upon their delivery.

I will attend your site on the specified date to layout and plant your plants.

Please note that dates may change at any point. If this happens, I will be in touch to arrange alternative dates.

Payment for the installation of your plants will be required immediately following their installation. Once payment has been received, I will provide you with aftercare instructions for you new plants, including general feeding and watering guidance and notes on when and how to cut them back.

All aftercare instructions must be followed to ensure the plants establish well and get off to the best possible start. Some plants may not survive – this is the nature of all living things. I will only install plants that I consider to be healthy, and so I will not replace any plants that do not survive following their installation.

If, at the time of delivery, any of the plants have any defect or damage, please contact me immediately. I shall either repair or replace any goods which were defective at the time of delivery to you. My liability is limited to repair or replacement of such goods by similar goods or plants of similar age and quality appropriate to the season in which they are replaced.

I cannot accept responsibility for plants dying or becoming damaged due to adverse weather conditions, neglect or use of inappropriate watering, fertilisation or soil conditions by you or at your property after delivering to you. In the event that you do not advise me of any defect or damage to the goods within three days after

delivery, you shall be deemed to have accepted the goods.

1. Follow up visit

I aim to return to your garden within 8 weeks of the planting installation, to check on your plants and answer any questions you might have. I will be in touch to arrange a suitable time and date to do this.

If you are interested to learn how to look after your own garden, and would like the skills and expertise to do this with confidence, please refer to my [gardening tuition service](https://thebonniegardener.co.uk/one-to-one-gardening-tuition).

**Garden design service**

I am a gardener who design gardens, rather than a qualified garden designer. I use my knowledge of working in gardens over many years to design spaces that work practically as well as aesthetically for each owner.

If you would prefer to engage with a qualified garden designer, please refer to the Society of Garden Designers website.

By engaging with me for a garden design service, you can expect the following:

1. Initial consultation

I will arrange a visit to meet you and see your garden so that I can understand the space and understand what you would like to achieve.

During this visit, I will ask about how you would like to use your garden, and what features you would like to see included in the design (eg sitting areas/planting and soft landscaping/water features/pathways). It would be helpful for you to look at Pinterest boards and magazine clippings for inspiration in advance of our meeting.

Your input at this initial visit is very important – only you know how you would like to use your garden, and I would like you to help me develop as comprehensive an understanding of this as possible, to help inform the design.

Following this initial consultation, I will send you a questionnaire to fill in. This should be completed with all family members if possible, providing comprehensive answers to each of the questions.

1. Fees

My fees for developing your initial garden design will vary depending on the size and complexity of your garden. Following our initial meeting I will email you with an outline of my pricing structure.

1. Site survey and scaled initial design

If you are happy to proceed based on the fees provided, I will return to your garden at an agreed date to conduct a site survey. This will involve taking measurements of your garden, as well as photographs and soil samples, if relevant. I will also assess conditions and aspects within and around your garden, and how your property relates to your outside space.

If you have a more complex garden (e.g on a slope/different levels/complex shape) I suggest employing an external surveyor to do the site survey. This will be an additional cost which I will advise you of.

Following this I will create a scaled drawing of your garden and devise an initial design for you, based on our initial consultation discussion and questionnaire feedback.

The format of this will be an email containing a 2D visual – an aerial layout – drawn by hand, with explanatory notes of each of the concepts included. This will be accompanied by a moodboard of images and further explanatory notes to help you to visualise and understand the hard landscaping materials and planting styles I have in mind. Please note that an exact planting plan will not be conducted at this stage, but at the following stage noted below.

I will post a hard copy of the 2D design to you, which will need to be signed for upon receipt, so that you have a scaled version for ease of reference.

1. Follow-up visit

Once I have shared the initial design with you, I will arrange a suitable time to come to your garden or arrange a meeting via Zoom to explain it. This meeting will allow you to share your feedback and I can subsequently make any changes you would like to the design, based on the additional fee structure outlined. A final scaled 2D design drawing will be created and sent to you following our meeting.

1. Landscaping quotes

It will then be your responsibility to gather quotes (I would recommend a minimum of three) from hard landscapers to undertake the hard landscaping elements of the work. I have a number of suppliers who I work with, and I can supply their contact details for you to contact directly.

Please note that these professionals will be providing their own opinion and I cannot be held accountable for any decisions that these individuals make or practices that they implement. It is entirely up to you who you choose to undertake the hard landscaping elements of your design.

1. Planting design

Once the hard landscaping has been undertaken, and planting areas have been created, the planting design process can begin. Please refer to my planting design process, outlined above, for further details.

**While on site at your property**

I want to ensure that everyone is safe while we are working at your property. You are not expected to actively manage or supervise the work of myself and my contractors while we are on site. However, I must make clear that while we are at your property, your garden will be an active working area – there may be potential dangers, such as tools lying around, or holes/trenches dug. And so, while work is in progress (both during the day and after hours, if it is a multi-day project), please stay off the site. Please also keep children and pets away to avoid any unnecessary accidents from occurring while we are there. If you would like to come out and assess the work we are doing, please be extremely careful and note that you will be entering the site at your own risk.